



И.Н. Айнутдинова

**DISCOVER
LAW
WORLDWIDE**

**Communicative Writing
for Law Students**



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WORLDWIDE**

Communicative Writing for Law Students

*Под общей редакцией доктора
филологических наук, профессора
Г.А. Багаутдиновой*

**Учебное пособие
по английскому языку для студентов
юридических факультетов вузов**

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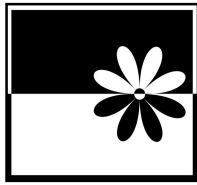
Айнутдинова И.Н.

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Учебное пособие «DISCOVER LAW WORLDWIDE: Communicative Writing for Law Students» продолжает серию учебных книг по практическому изучению английского языка для студентов юридических факультетов высшей профессиональной школы. Пособие представляет собой дополнительный образовательный ресурс к УМК, в состав которого входит разнообразный учебный материал по развитию навыков коммуникативного письма у студентов-юристов.

Пособие отражает современные тенденции в обучении иностранным языкам в неязыковом вузе и основано на компетентностном подходе, при этом главная задача преподавателя заключается не только в передаче конкретных знаний, но и в обучении студентов способам самостоятельной работы для получения профессионально-значимых знаний и навыков и развития их коммуникативных способностей.

Пособие рекомендовано для студентов уровня Intermediate и Upper-Intermediate (B1 и B2) и может быть использовано как учебное пособие для изучения английского языка на юридическом факультете университетов или специализированных юридических институтов.



The Content:

Rubric		Page
The Content		3
From the author		4
Introduction: Welcome to the challenging mail-world!		5
Unit I	Writing E-mail Messages	9
Text 1	How to make an E-mail address	9
Text 2	How to Write great E-mails?	18
Text 3	How to write e-mails that achieve their targets?	28
Unit II	Writing Informal Letters	42
Text 1	Letter-Writing: What is a letter?	42
Text 2	Letter Writing: Types of Personal Letters	52
Text A	Introduction to the World of Letter Writing	53
Text B	How to Write a Friendly Letter	55
Text C	How to Write Thank-You Notes and Letters	59
Text D	How to write Letters of Love	67
Text E	How to Write Effective Congratulations	75
Text F	How to Write and Accept Invitations	86
Unit III	Writing Formal Letters	97
Text 1	How to Write a Formal Letter?	97
Text 2	How to write a good business (formal) letter?	110
Text 3	Writing a Cover letter or a Job Application Letter	125
Text 4	Writing a Resume or CV (Curriculum Vitae)	137
Text 5	Write your complaint letters effectively!	158
Unit IV	Be Aware of Cybercrime Threats Worldwide	180
Text 1	What is Cybercrime?	180
Text 2	Causes, effects and impacts of cybercrime worldwide	196
Text 3	How to combat the global cybercrime?	212
The Glossary		247
Answers & Solutions		280
The Bibliography/ References		295
Systematize your knowledge: Your Self-assessment Test		298
What you should know		299



From the author:

Dear readers!

Today, in the era of rapidly developing electronic and digital means of communication, such as cable and mobile telephony, synchronous and asynchronous tools of communication via the Internet (e-mail, Skype, Messenger, blogs, forums, etc.), we must recognize the fact that the necessity to effectively write letters and communicate by means of them, hasn't lost its importance.

The ability to express ideas using correct and standard style and structures seems to be a dramatic competence that any lawyer should have. The epistolary skills along with the consolidated ability to communicate by means of correspondence are pretty important. They are widely taken into consideration while evaluating the perspectives of a future lawyer. Communicative skills are significant factors for the employers who are seeking for truly competitive professionals. These skills are among the most important requirements for a legal professional on the labor market today.

Many people love to send and receive letters or e-mail messages, especially if they share common interests. Just try to write a letter to your friend in English – it's cool! Corresponding in English can be an exciting experience for any student who studies English (EFL), since in addition to sharing information, you will have to repeatedly look into the dictionaries so as to advance your vocabulary and make sure of the spelling of a plenty of new words. And then one day you will decide to improve the style and structure of your sentences... And finally you would love to build your sentences grammatically correct after having examined dozens of grammar reference books or maybe even more...

Our tutorial aims to assist the University students in their English language studies so as to enhance their communicative writing skills and make the process of writing various letters as an active means of everyday and professional communication. The letter, be it formal or informal, electronic or written "by hand" always has the certain structure including several consecutive parts. Business letters are more complicated and have more parts, while informal letters, especially personal ones, are simpler and have fewer consecutive parts. We'll give you instructions on the main types of letter, summary and essay writing. We'll offer you a variety of training exercises, dozens of creative hints and tools for better communicative writing skills. We hope, our work will be useful and fruitful! We wish you all success in your fascinating and challenging tour to the mail-world!



Introduction:

Welcome to the challenging mail-world!

Hello, my name is Maria Pavlova. I am a first-year law student of the Kazan Federal University here, in Russia. I will gladly share my own experience of communicative writing with you and you will see how much it helps me in discovering the world just from my kitchen. I certainly do love travelling a lot, but surfing through the Internet pages, communicating via e-mail, messenger and Skype with my friends abroad could also be of great fun. I also love to write letters by hand and it is a great experience for me as a future lawyer.

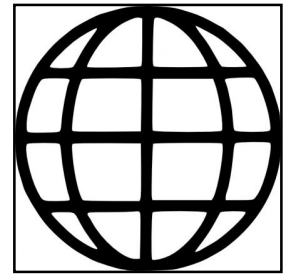


Lawyers are always bound in paper work a lot no matter what country of the world they live and work in. It is essential thus to have at list some basic knowledge of how to write formal and informal letters, how to send and receive e-mails of different sort while you are a student.

The modern world with its open borders and rapidly developing process of globalization needs people being able to easily get along with each other via different means of communication, so as to understand each other better for the benefit of the world community and its order. The best way to discover the world and to master your English language skills is to look for a pen-friend or offer a language exchange with an English-speaking friend. It helps to exchange letters or e-mails, or alternatively, to use a Messenger service or a chatroom. You may ask your friend to correct your mistakes, and you will surely try to use new vocabulary and grammar you learn so that you understand how to use it correctly. You will find soon, it`s a challenge! When arranging to come to the UK or to travel to other countries of the world, you will not have any problems while writing even business letters (or e-mails) in English. If it is important, you may always ask your English-speaking friend or teacher to check it before you send it. Communicative skills will also help you with your academic English. You would study how to write essays in English, while writing about your opinions to discussion groups on forums and in charts which interest you.

Whether you are in your home country or in the UK, you may want to find an English-speaking friend to write to. Usually it is someone with similar interests or who is interested in your culture. This sort of friend is known as a pen-friend. In American English: a pen-pal. Some people prefer

corresponding using letters, which are sometimes called "snail mail" because it is slower. The others prefer to use "e-mail". Sometimes this kind of pen-friend is also called "a key-pal" or "an e-pal". If you take part in a language exchange, you agree to help an English-speaker (your language partner) to learn your own language, and in exchange your partner may help you to learn English. You may use any media to do this, but if you are living in different places, an exchange using e-mail or a Messenger service is the most common.



To find a pen-friend website, you can type "pen-friend, pen friend, pen-pal, pen pal, key pal or e-pal" into a search engine such as Google:

<http://www.google.co.uk>.

If you want to find a pen-friend from a particular part of the UK, you could try the following links:

English friends: <http://www.pen-friends.net/england.html>

Welsh friends: <http://www.pen-friends.net/wales.html>

Scottish friends: <http://www.pen-friends.net/scotland.html>

Irish friends: <http://www.pen-friends.net/ireland.html>

International Penpals is one of the larger pen-pal organizations:

<http://www.ipfeurope.com>

Europa Pages have a penpal site for international students:

http://www.europa-pages.com/penpal_form.html

One way to find a language exchange partner is to use the eTandem service. For details, see:

<http://www.slf.ruhr-uni-bochum.de/etandem/etpartner-en.html>

Another useful website is My Language Exchange:

<http://www.mylanguageexchange.com>

The most common languages learnt by British people are French, German, Spanish and Italian (in that order), so it may be easier for people speaking these languages to find an English language partner. But Russian is pacing well and many people abroad are interested in Russian language and culture today. For languages which are less commonly taught in the UK, you may be able to find an exchange partner by attending a social event attended by British people who are interested in your culture or visiting a website for people who are interested in your culture, or by contacting a place where your language is taught to British people.



As you seek to prepare for a legal career, you should develop a high

degree of skills at written communication. Language is the most important tool of a lawyer, and lawyers must learn to express themselves clearly and concisely. Legal education will provide you with good training in writing, and particularly in the specific techniques and forms of written expression that are common in the law. Fundamental writing skills, however, must be acquired and refined even before you enter law school or faculty. You should seek as many experiences as possible that will require rigorous and analytical writing including preparing original pieces of substantial length and revising written work in response to constructive criticism.

There are also other important skills and values, and significant bodies of knowledge that will provide a sound foundation for your legal education and that you should acquire prior to your employment as a lawyer. These include analytic and problem-solving skills, critical reading abilities, oral communication and listening abilities, general research skills, task organization and management skills, and the values of serving faithfully the interests of others while also promoting justice. If you wish to prepare adequately for a legal career, and for other professional service that involves the use of lawyer skills, you should seek educational, extra-curricular and life experiences that will assist you in developing those attributes.



There are also some basic areas of knowledge that are helpful to a legal education and to the development of a competent lawyer, they include: a broad understanding of history, of political thought and the contemporary political systems; an ability to analyze financial data; a basic understanding of human behavior and social interaction; an understanding of diverse cultures within and beyond your own country and of the increasing interdependence of the nations within our world.

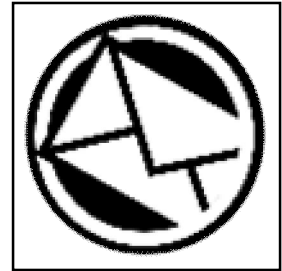
Core Skills and Values of a future lawyer:

- Analytic/ Problem Solving Skills
- Critical Reading
- Writing Skills
- Oral Communication / Listening Abilities
- General Research Skills
- Task Organization / Management Skills
- Public Service and Promotion of Justice
- General Knowledge



It is interesting to know: Some Interesting E-mail Facts:

1. The world's first e-mail message was sent in 1971 by Ray Tomlinson. Tomlinson had not been specifically tasked to develop e-mail, but he was working out some useful applications for MIT's ARPANET project (which later evolved into the Internet). He took the time to work on e-mail "mostly because it seemed like a neat idea."



2. 35 Billion e-mails are sent each day throughout the world.

3. The average business user receives 25 email messages per day; the number is increasing 10% per year.

4. The average business user spends 2.6 hours per day reading and responding to e-mail.

5. It takes 77 minutes a week for a user to manage his mailbox, such as cleaning out old messages and filing old messages or attachments.

6. It takes 27 minutes for a user to delete or archive messages in order to be able to use the e-mail system again after hitting a quota limit.

7. It takes 8.2 minutes for a user to find an email older than two weeks.

8. 60% of business correspondence has grammar or spelling errors.

9. 60 billion e-mails are sent daily; 90% of all e-mail is spam. 64% of spam servers are in Taiwan, 23% are in the USA.

10. 75% of adults prefer e-mail to Instant Messenger, 75% of teens prefer IM to e-mail.

11. Less than one-fifth of teenagers use e-mail for communication

12. 38% of US and UK companies monitor and read e-mails written by their employees.

13. The typical user stores more than one-half of his or her critical business information within the confines of the e-mail system.

14. You can't get a virus just by reading your e-mail. You get it by sharing infected files or disks, or by downloading infected files from the Internet.

15. Unsolicited email earned the name "spam" because it resembled a Monty Python skit where a chorus of Vikings drowned out other sounds by singing "spam, spam, spam."

16. The time spent deleting SPAM costs United States businesses \$21.6 billion annually.

17. Spam filters that catch the word "cialis" will not allow many work-related e-mails through because that word is embedded inside the word "specialist".



Unit I. Writing E-mail Messages



Before you start: My questions to you:

1. Do you already have your personal e-mail box?
2. What mail-service do you prefer to use?
3. How did you come to know about the particular e-mail service you use for your correspondence?
4. Are you satisfied with the quality of service your mail agent offers?
5. How often do you send and receive e-mail letters and attachments?
6. Do you have a pen-friend abroad? Where is he (or she) from? What common interests do you have?
7. What are the advantages and disadvantages of e-mail communication?



Text 1. How to make an E-mail address

<http://ezinearticles.com/?How-to-Make-an-Email-Address>

Read the text and pay attention to the words in bold type:

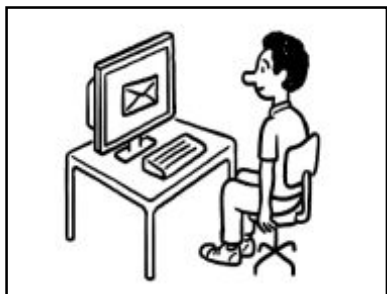
If you're new to the world of **the Internet**, one of the first things you will need to do is to figure out how to



create **an e-mail address**. An e-mail address is just like a street address – it helps people **figure**



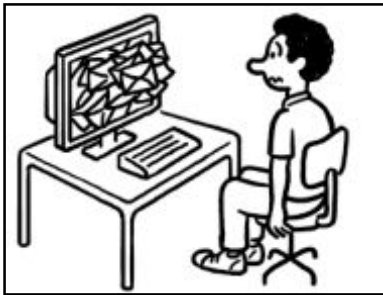
out where to send mail addressed to you. If you have an e-mail address, you can **receive messages** from friends and family members. They can also send you pictures or videos. You can also receive coupons and advertisements, called **attachments**.



If you're wondering how to make e-mail address, the first thing you'll need to do is to pick up a company to get your address from. Gmail, Yahoo mail, and Hotmail are common companies – you

can look for them **online**. Another easy way how to make e-mail address is to get it through your **ISP** (the company that **provides** your e-mail or **e-mail**

provider). You can call them and they will walk you through how to get an e-mail address. Should you choose to receive e-mail through an online



company such as Yahoo, you must first **log into** their **web page** by typing the name of the online company into a **search browser**. Once you are on their web page you will see a choice such as "set up new **account**" or "**sign up**" or "get e-mail." In order to proceed, you must select one of those

options. You will then be asked for some basic information about yourself. If possible, you can also make up a **fake name** if you want, but that will make it harder for people to find you. Usually, you only have to give them a little bit of information – they mark the required boxes with a star or another symbol. The rest of the information boxes are optional.

Choose an address that is easy for you to remember and that other people will recognize as being you. One possible option would be to use some combination of your names. If your name is John A. Smith, for example, you might pick jsmith, jasmith, or johns to be your email address. Often times, because there are so many people out there with e-mail addresses, somebody has already taken the address you want! How to make e-mail address if this happens is to put a number after the address you want – for example, you could use jsmith905 or jsmith215. Once again, try to make it a number that is easy to remember. You should do the same with the **password** you select – pick one that is easy to remember!

All e-mail addresses have the format someone@somewhere; for example, webdevelopersnotes@gmail.com is one of the possible Gmail account address. What appears before **the "at" @ sign** is **the ID** (typically, your username) and what follows it, is **the domain name**. E-mail accounts at Hotmail, Gmail, Yahoo, etc. have **generic e-mail services names** and domain names of the exact country or global community at the end. Many



people would be interested in getting a **personalized e-mail address** – something that's distinctive and attractive. The easiest way to get your own domain name is to buy it. Though there are hundreds of companies that offer domain registration services, only a few are **reliable**. You

can use Network Solutions – one of the first companies to sell domain names – they have been in business since the 90s and would still be one of the largest domain name **registrars** in the world.



Exercise A. Match the stages of creating an e-mail account (on the left) with the practical tips to do so (on the right):

1. If you're new to the world of the Internet and need to create an email address ...	a) just type the name of the online company into a search browser.
2. Gmail, Yahoo mail and Hotmail are ...	b) if information required is obligatory to be filled in.
3. To find the e-mail service you are looking for ...	c) you will see a choice of options to select from.
4. Should you choose to receive email through an online company ...	d) you will have to give a little bit of information about yourself.
5. Once you are on the web page of the e-mail provider ...	e) generic e-mail services names.
6. To set up new e-mail account ...	f) that is easy for you to remember.
7. They mark the boxes with a star or another symbol ...	g) the ID (typically, your username)
8. Choose an address ...	h) pick up a company to get your address from.
9. Choose the password ...	i) the domain name.
10. What appears before the at (@) sign is ...	j) special format.
11. What follows the ID is ...	k) unusual, distinctive and attractive.
12. A personalized email address is ...	l) could be bought for extra charge.
13. Your own domain name ...	m) the largest domain name registrars in the world.
14. Network Solutions is ...	n) that other people will recognize as being you.
15. All email addresses have ...	o) you must first log into their web page.



Have Fun! Lawyer Jokes!

Q: How does Bill Gates get fresh air into his mansion?

A: He just clicks on an icon and a window opens.



Exercise B. Evaluate your personal e-mail usage:



1. Answer the questions given below.
2. Sum up the results and evaluate your e-mail usage.
3. Collect all information received and prepare a short summary.
4. Share your e-mail experience with your class-mates in a form of oral presentation.
5. Ask your classmates about their e-mail experience.

1. Do you often use your e-mail system for communication? Yes No
2. Do you use your e-mail for formal or informal communication? _____
3. Which of the e-mail services do you use? _____
4. Was it difficult to create your e-mail account? _____
5. Does your e-mail provider have a reliable e-mail policy? Yes No
6. How many minutes do you spend reading and writing e-mail messages?
 0-14 minutes 15-29 minutes 30-59 minutes 60 or more
7. How many e-mail messages do you receive on a typical day?
 0 1-11 12-23 24-49 50-99 100+
8. Have you ever written an e-mail message that intentionally or unintentionally irritated, offended or angered the reader? Yes No
9. Have you ever received an e-mail message that intentionally or unintentionally irritated, offended or angered you? Yes No
10. If you ever received an inappropriate e-mail message, what type of message was it? Racist Sexist Obscene Menacing Other
11. What is the best way to reduce e-mail risks and control written content?

12. Do you use any anti-virus or anti-spam software for these purposes?
 Yes No
13. Has your provider ever disciplined or terminated you for sending or receiving inappropriate or offensive e-mail? Yes No
14. E-mail can be used as evidence in lawsuits. Yes No
15. E-mail is the easiest and best way to communicate. Yes No



Exercise C. Use an appropriate word or phrase from the box of words below to complete each of the sentences:

service provider	online	e-mail address	e-mails
account details	search	web browser	computer
messages	back up	attachments	replies
Web	Internet	download	update
software	Gmail	switch to	providers

Should we _____¹ online e-mail?

1. E-mail was developed in the 1970's, more than a decade before the _____² developed.

2. For most of that time, we only connected to the _____³ for short periods of a time.

3. Therefore, it made sense to _____⁴ your _____⁵ in one go, disconnect from the net and then start reading them.

4. You would write your _____⁶, and then reconnect to the net so they could be sent.

5. But now, in our "always connected" Internet age, it's not only possible, but preferable to manage your e-mail through your _____⁷.

6. The advantages are as follows. You can check your _____⁸ anywhere – you don't need to set up your _____⁹ on every _____¹⁰ you use.

7. Your messages are backed up by your _____¹¹. Most people don't _____¹² their e-mail, so if their computer breaks down, they lose everything.

8. You don't have to download or _____¹³ any _____¹⁴. As long as you have an up-to-date web browser, you are ready to go and use it.

9. You can _____¹⁵ your messages easily – most desktop e-mail software does a pretty bad job of this, and relies on folders to do this.

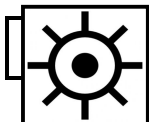
10. You have a lot of space to save your files and other _____¹⁶ in – which follow you wherever you go.

11. And you don't even need to change _____¹⁷.

Most online providers allow you to set up your POP mail accounts in them – so you can use your _____¹⁸ webmail like it was your desktop client.

12. The three main online e-mail _____¹⁹ are _____²⁰, Yahoo! Mail and Hotmail.





It is interesting to know: Some more facts about the Internet:

<http://www.interestingfacts.org/category/internet-facts>

1. What Is Google? Google, the Internet search company founded in September 1998 by Larry Page & Sergey Brin, got its name from the word Googol, which represents number 1 followed with hundred zeros after it.



2. What Is Yahoo!? It's a complex internet organism which has complicated name. Word "Yahoo" is a shortcut for "Yet Another Hierarchical Official Oracle". It was coined by PhD candidates at Stanford University: David Filo and Jerry Yang.

3. MySpace Facts. MySpace was founded by former Friendster members Chris Dewolfe and Tom Anderson in 2003. They saw opportunity to beat Friendster with more options and less restrictions for social network users.



MySpace was purchased in 2005 for \$580 million by Rupert Murdoch creator of a media empire that includes 20th Century Fox and the Fox television stations. MySpace has more than 40 billion page views a month.

4. Facebook Facts. Facebook was originally named TheFaceBook and it was developed by Harvard student Mark Zuckerberg. The first use of the FaceBook was on the Harvard campus and it was limited only to Harvard students. Soon the FaceBook spread like wild fire around the other major U.S. Universities. Mark Zuckerberg dropped the Harvard and pursued his FaceBook dream to become one of the 4th most-trafficked websites in the world with more than 90 million active users.



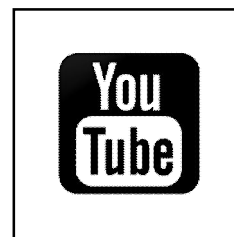
5. Twitter Facts. Twitter is a micro-blogging social network service which allows users to share not-so-important things in their life by answering a simple question: "What are you doing?" Answers to this question are organized in short messages called Tweets, limited to 140 characters. The good thing about Twitter, there is no "noise" created by boring people since "friendships" are not mutual – you can "follow" interesting people while they don't have to follow you.



6. Skype Facts. Skype is a medium of voice communication which can be used with the aid of the Internet. Skype has been designed based on the



Kazaa file sharing program. The headquarters of Skype is in Luxembourg and France. In October 2005 Skype was taken over by eBay. More than one billion people have downloaded Skype onto their computers during the past year and now Skype has become one of the most popular software applications used by people all over the world.

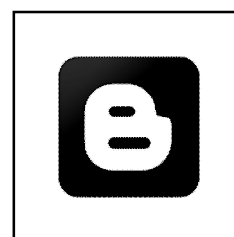


7. Bing Facts. Formerly Live Search, Windows Live and MSN Search it is the current web search engine advertised as a "decision engine" from Microsoft.

8. Internet Addiction Facts. Are you addicted to your online connection? Are you one of those crazy folks that can't wait to read the email with your morning coffee? Doctors are calling it serious addiction combined with: Cyber-sexual Addiction, Computer Addiction and Cyber-Relational Addiction. They even managed to stamp the cool names for it, like Internet Addictive Disorder (IAD) or the Internet Overuse Syndrome (IOS). Based on the latest research and simple human reasoning, Internet addiction should not be labeled as addiction like gambling or drug addiction. There should be a strict line that distances other addictions from the Internet addiction. Staying in touch with your friends or watching funny YouTube videos is not a destructive behavior which usually characterizes major addictions. If you gamble on the internet then you are not addicted to the internet, but online gambling. Internet is a wonderful tool, but like everything else in this Universe there is the sunny side and the dark side of the pyramid of life. Stay Positive!



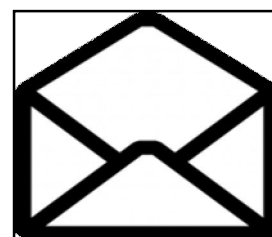
Staying in touch with your friends or watching funny YouTube videos is not a destructive behavior which usually characterizes major addictions. If you gamble on the internet then you are not addicted to the internet, but online gambling. Internet is a wonderful tool, but like everything else in this Universe there is the sunny side and the dark side of the pyramid of life. Stay Positive!



	Important Issues – Effective Writing Communication Tips:
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<http://www.buzzle.com/articles/written-communication-tips> By Deeptee A.

We send and receive innumerable e-mails and letters. Gone are the days when we would take time out to sit down and write a letter. Phones, e-mails, mobiles and other faster ways of communication have replaced the letters. Still, there are instances when you need to draft a letter or an official e-mail. Letter writing is one of the various forms of communication that you are required to follow. Whatever other reasons



letters or e-mails are written for, the purpose is to either provide some information or to state a fact or to request something. If the reader does not understand the reason for your letter, there will be no effective communication. The purpose of communication will not be solved. Many times you write a letter to a person, like a prospective customer, whom you want to close a deal with and have not yet met. It is very important that you write a good letter so as to make a good first impression. There are certain points that you need to remember while drafting such a letter.

1. Audience – is the person(s) to whom the letter is written. It could be your manager, client, a prospective client or a friend. Depending on who will read the letter, you will need to decide the tone of the letter. With your manager and your clients you will use a formal tone. If you are writing a letter to your friend or family, naturally you will use a relaxed and friendly tone. The format of the letter will be formal for official letters and casual for unofficial letters. It is very important that you use the correct language while writing an official letter. You should also use the appropriate greetings and sign-offs. You should grab the attention of the reader!

2. Clarity. When you write a letter, remember that it is only you who knows the reason for the letter. The audience does not know why you have written the letter, until they read it. Hence, it is essential that you be very clear about the topic of the letter. One of the essentials of good communication skills is clarity. Write the letter in a simple language in simple words. Just because you know big words and jargons, don't use them as they might confuse the reader. Keep the letter simple and easy to understand. Avoid alliteration and using vague words and loose sentences. Use of active voice and using words effectively are good written communication techniques. Do not include quotations in a formal letter.

3. Logic. It makes sense to write a letter that makes sense. Simple, isn't it? But you will be surprised to know that when we start writing, we often go off the track and the poor reader gets more confused. Logic is one of those written communication skills, that you cannot compromise on. It is of vital importance that there is a logical flow in a letter. Whatever the subject is, maintain a logical flow of ideas in the corresponding paragraphs. You will find that writing logically also helps you to think logically and you may remember points that you missed out on earlier.

4. Concise. A good written communication tip is that less is more. Writing a letter to the point is not rocket science. This is easily achieved by sticking to the main subject and avoiding fillers. There is also no need to write long

sentences. If a short letter can convey your ideas, why complicate it by beating around the bush? Cover all the facts related to your subject in as small and simple sentences as possible. One of the business communication skills is to never combine two ideas in a single sentence.

5. Concrete & Correct. The information that you intend to pass on or the subject matter meant to be conveyed to the reader of your letter needs to be concrete and correct. You can't put across wrong or incorrect information. If you write a letter based on assumptions, it leads to miscommunication, not communication. Use specific words and don't exaggerate. Also, be careful and double check any statistical data that you might want to add. Credibility of the information is necessary.

6. Complete. Complete the sentences in the letter. One of the effective communication skills in business is not to keep the reader guessing what you want to say. He needs to understand the subject of the letter. Don't use vague sentences. Follow the subject – verb – object. Do not use rhetorical questions in your letter. Use effective sentences and punctuate them wherever necessary.

7. Considerate & Courteous. Give respect to the reader by applying a human touch to the letter. The tone of the letter should also match the occasion of the letter. e.g., if you are congratulating the reader, sound cheerful and vice versa while writing a condolence letter. Never write a letter when you are in an angry mood; you may not realize this but your anger can be reflected in the letter through its tone. Use appropriate greeting and sign offs.

8. Concentrate. For communicating effectively, concentrate on what you are writing. Don't drift off the subject. Read all the previous correspondence before writing the email or letter. Anticipate obvious questions and answer them.

9. Proof Read. Never send the letter before proof reading it. Check for spelling mistakes, punctuation errors and grammatical errors. Reread it from the reader's perspective. Correct the tone if required. Read out aloud so that the mistakes can be spotted easily. Read one sentence at a time. One of the written communication secrets is to read the letter or document from the last sentence, gradually going upwards. This helps to concentrate on the errors and not on the content.

10. Practice writing letters. Another one of the written communication instructions is to practice writing letter. Use templates if needed to begin with and you will own techniques as time passes.



Text 2. How to Write Great E-mails?

<http://www.english-writing-solutions.com/tips/how-to-write-email.html>

<http://www.writebetteremails.com/writing.php>

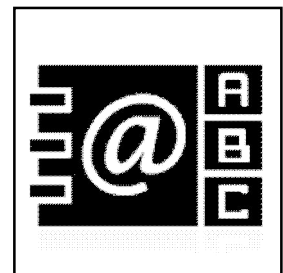
Read the text and pay attention to the words in bold type:

E-mail writing has become a large part of modern **communication**, particularly in business. The world has become much friendly now and we have the ability to **send and receive e-mail messages** over great distances at an incredible speed. Due to the ease of use e-mail has changed the way we communicate with **our environment**. The effect that it has on our lives is so powerful that it requires us to use it wisely, mainly when we send e-mail message to **recipients** with whom we're contacting for the first time.



E-mail is meant for quick, simple communication, so keep it **brief**. Do you like reading long e-mails? Most probably not, and so are your recipients. Get straight to the point, use short paragraphs (no more than 3 to 5 sentences) – it makes your text more comfortable to read. As a general guide your e-mail should roughly contain 4 or 5 paragraphs at most. Due to the limitations of **formatting** and **layout**, anything much longer than that is probably best sent as a separate **attachment** such as a **Word file**. There is a certain **etiquette** with e-mail, especially in the use of the **carbon copy** (cc:) and **blind carbon copy** (bcc:) fields. It is courteous to add addresses to the 'cc:' field if those people need to know about the **subject** but are not required to act on the contents. The 'bcc:' field is useful where **discretion** is required. People in this field **are concealed** from other recipients in the 'To', 'cc:' and 'bcc:' fields. They can themselves see others in the 'To' and 'cc:' fields but not the 'bcc:' fields.

Plain e-mail text is exactly that – plain. There is no formatting or using different **fonts or colors**. Plain e-mail messages can only contain characters typed on a **keyboard**, known as the **ASCII character set**. There are several ways to **format the text** in e-mails that can **dramatically** improve them. Before considering formatting, it is important to recognize that some people (very few) only get e-mail in a basic format (known as a **plain text**). This means that they don't see any colors, bold text, italics, active hyperlinks or images. Most people can now receive **HTML** e-mail. This allows all sorts of formatting to be used. Some people abuse this, and put in icons, flashing text, photos and all sorts



of other "decorations". This can just make messages look childish. However, when used correctly, there are various **formatting techniques** that can help get your message across.

Bold should be used to **highlight** the **key points** of your message. Use the Under 10 Rule for bold (no more than 10% of your total text should be in bold, and no more than 10 words in a row). So, don't put full paragraphs in bold. Italics should be used to explain



how to read the text (which words to **emphasize** – e.g. "Do you really want me to do that?") and also for books, and names of things. Avoid underlying text, because it could be confused with **hyperlinks**. Use larger text for **headlines**. Use color carefully and rarely – you should only use red and green. Red – is for things that are **vital**ly important, warnings, or that something is wrong. Green – is for things that are okay, passed or within acceptable limits. Many e-mail programs **block** images from automatically showing, so the **receiver** may not even see the message as you intended. If you want to include a photo or image, just **attach** it to the e-mail and say "see attached photo" in the text.

Do spelling and grammar matter in email? We think it does. Poor spelling and grammar show a lack of attention to detail and sends the **wrong message** about you and how you do your business. Most e-mail programs today have **built-in spell checkers** so there is no excuse! You wouldn't send a letter that was poorly punctuated and uses no capital letters – why not to make sure your e-mail messages look professional too? It is recommended though not to **rely on** your e-mail client's automatic **spell check tool** completely. Even "minor" spelling or grammar errors can blow it for you: **proofread** the e-mail yourself, make sure you've used proper punctuation, spelling, and grammar.



Have Fun! Lawyer Jokes!

Real Computer Tech Support Calls ...

Customer: I'm trying to connect to the Internet with your CD, but it just doesn't work. What am I doing wrong? Tech support: OK, you've got the CD in the CD drive, right? Customer: Yeah ... Tech support: And what sort of computer are you using? Customer: Computer? ... Oh no, I haven't got a computer. It's in the CD player and all I get is weird noises. Listen ... Tech support: Aaaarrrrgggghhhh!!!



Exercise A. Mark the given sentences **T (true)** or **F (false)** according to the information in the text. Find the part of the text that gives the correct information:

Sentences	T	F
1) E-mail writing is just another way to waste your time!
2) We will never have an access to the world net to send or receive e-mail messages over great distances.
3) The ease of e-mail use has dramatically changed the way we communicate with our environment.
4) Detailed long paragraphs of e-mail make your text much more clear and comfortable to read.
5) E-mail is meant for slow and dull communication.
6) As a general guide your e-mail should roughly contain 10 to 15 paragraphs at most.
7) Most people probably like reading long e-mails.
8) There is certain etiquette with e-mail, known as netiquette.
9) Plain e-mail messages can contain characters typed on a keyboard, any colors, bold text, italics, active hyperlinks or images, icons, flashing text, photos, etc.
10) Not many people can still receive HTML e-mail, because it is a pretty complicated coding system based on a Hyper Text Markup Language.
11) Bold should be used to highlight the key points of your message, but be moderate, do not overdo it!
12) Underlying of your text could occasionally cause confusion with hyperlinks.
13) If you want to include a photo or image to your e-mail just forget about it and better send it by regular mail service for the safety purposes.
14) It is recommended to rely on your e-mail client's automatic spell check software tool completely.
15) The minor spelling or grammar errors in your e-mail can hardly send the wrong message about you and how you do your business to your recipient, since no one ever cares about correct e-mail writing.





Exercise B. Use an appropriate word or phrase from the box of words below to complete each of the sentences:

communication	HTML	keyboard	blocked
proofreading	vitality	dramatically	receivers
hyperlink	wrong message	concealed	emphasize
headlines	attachment	layout	discretion
key point	highlights	etiquette	fonts or colors

1. Social _____¹ dictates that men cannot sit while women are standing.
2. It is not _____² important to seek for any extra funding for the project but it would surely help to enhance the activity.
3. The report _____³ the need for improved safety.
4. _____⁴ is a link from a hypertext file to another location or file which is typically activated by clicking on a highlighted word or icon at a particular location on the screen.
5. Most of the errors were corrected at the _____⁵ stage.
6. You can use italics or capitals to _____⁶ a word in a piece of writing.
7. Television is an increasingly important means of _____⁷.
8. The fuel crisis continues to dominate the news _____⁸.
9. The _____⁹ of the apartment was good, but the kitchen was too small.
10. I will send the document as an _____¹⁰ to my next e-mail.
11. Some FM radio _____¹¹ may be interfered by unwanted signals from any non-broadcast commercial or other transmitters, including aircraft overhead.
12. Typically the users of Microsoft Office Word 2003 are allowed to select the particular _____¹² to format their documents.
13. It was said that the police _____¹³ vital evidence to confuse the public.
14. The set of keys on a computer or typewriter that you press in order to make it work or the row of keys on a musical instrument such as a piano is known as a _____¹⁴.
15. _____¹⁵ is the ability to behave without causing embarrassment or attracting too much attention, especially by keeping information secret.
16. A group of politicians' _____¹⁶ the proposal.
17. Your life changes _____¹⁷ when you have to take care of somebody else who really needs your help.
18. _____¹⁸ is a Hyper Text Markup Language, the coding language used to create Hypertext documents for use on the World Wide Web.

19. The Irish Justice Minister Michael McDowell, whose country holds the EU presidency, says they will do their best to avoid sending _____¹⁹ of European solidarity to the world community.

20. The _____²⁰ in the developing of new and reliable software is the needs of the end users or consumers.

	Exercise C. Test Yourself // Treasure Hunt: How much do you know about the Internet?	
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Instructions: Match the term from the left column with the appropriate definition given in the central. Use any Internet search engine to check your answers. Fill in any helpful and useful links into your right side table.

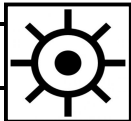
Terms	Definitions	Useful Links
a) adware	a) it asks you to distribute the junk e-letter to many other people
b) avatar	b) a short file put on a system by a web page which contains information about its usage
c) blog	c) information provided on a web page, as opposed to its design and layout
d) browser	d) who uses programming skills to gain unauthorized access to a computer network
e) cache	e) software that pops up irritating advertisement on a user's computer from the Internet
f) chain letter	f) an Internet or Web address that is legally registered
g) chat	g) a form of text which includes visible links to other pages accessible by clicking
h) content	h) unsolicited e-mail sent by instant messaging (IM)
i) cookie	i) a hard disk memory space
j) domain name	j) software planted on your system to capture and reveal information to someone else
k) hacker	k) a real-time electronic exchange of remarks with people in the

	Internet	
l) hyperlink	l) software that will load and display a web page
m) hypertext	m) an icon to represent a participant in chats and blogs
n) netiquette	n) an outrageous message posted to a newsgroup to bait people to answer
o) portal	o) a utility that will search the Internet or a database for terms that you select
p) palette	p) web pages connected under a common ownership or management or theme
q) surf	q) a destructive program that reproduces itself and infects other programs or disks
r) spyware	r) a program that appears to be legitimate but is designed to have destructive effects
s) spim	s) a gateway to the web
t) spam	t) a malicious program that replicates itself until it fills all of the storage space on a drive or network
u) search engine	u) a Web site where an individual maintains a personal journal or an interactive forum
v) troll	v) unwanted, unsolicited off-topic messages usually ads or promotions or disruptions
w) Trojan horse	w) a link in a web page that brings you to another location or resource when activated
x) virus	x) basic principles of courtesy to keep communication in the Internet as a pleasure for all users
y) worm	y) the set of colors used on a computer screen or in picture
z) web site	z) to explore the net without any specific purposes

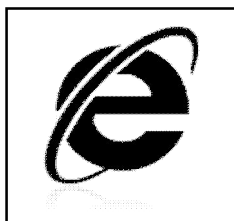


Exercise D. Choose the best explanation for each of the words. Look for an appropriate Internet or computer usage:

<p>1. cookie a) a small, sweet cake; b) an attractive young woman; c) a small file placed automatically on the user's hard disk</p>	<p>2. avatar a) a Hindu incarnation of a god on Earth; b) a super user equal in privileges to root; c) an icon to represent a participant</p>	<p>3. bridge a) a card game; b) hardware + software that connects local area networks together; c) provides passage over a gap or barrier</p>
<p>4. bus a) a large motor vehicle to carry passengers; b) a parallel circuit that connects the major parts of a computer; c) a four-wheeled cart for carrying dishes in a restaurant</p>	<p>5. cracker a) a thin, crisp biscuit; b) who breaks into a network system with the intent to perform malicious destruction; c) a little paper roll used as a favor at parties</p>	<p>6. troll a) an outrageous post to a newsgroup to cause chaos; b) any of supernatural Scandinavian folklore dwarfs living in caves; c) a vocal composition in successive parts</p>
<p>7. virus a) evil or harmful influence; b) a destructive software which infects other computers; c) simple microscopic parasites of plants, animals, and bacteria</p>	<p>8. worm a) a self-replicating program in a network; b) soft-bodied segmented animal; c) a person deserving no respect</p>	<p>9. Trojan horse a) the hollow wooden horse in which Greeks hid to enter Troy; b) an e-mail or similar virus that masquerades as a harmless one; c) it subverts a political system from within</p>



It is interesting to know: Some more facts about the Internet:



1. J.C.R. Licklider of MIT (Massachusetts Institute of Technology), first proposed a global network of computers in 1962, and moved over to the Defense Advanced Research Projects Agency (DARPA) in late 1962 to head the work to develop it.

2. Leonard Kleinrock of MIT and later UCLA (University of California, Los Angeles) developed the theory of packet switching, which was to form the basis of Internet connections.

3. Lawrence Roberts of MIT connected a Massachusetts computer with a

California computer in 1965 over dial-up telephone lines.

4. The Internet, then known as ARPANET, was brought online in 1969 under a contract let by the renamed Advanced Research Projects Agency (ARPA) which initially connected four major computers at universities in the southwestern USA – UCLA, Stanford Research Institute, UCSB (University of California, Santa Barbara) and the University of Utah.

5. Charley Kline at UCLA sent the first packets on ARPANET as he tried to connect to Stanford Research Institute on October 29, 1969. The system crashed as he reached the G in LOGIN!

6. The early Internet was used by computer experts, engineers, scientists, and librarians who had to learn to use a very complex system. There was nothing friendly about it. Until the early 90's commercial uses were prohibited unless they directly served the goals of research and education.

7. E-mail was adapted for ARPANET by Ray Tomlinson of BBN Technologies in 1972. He picked the @ symbol from the available symbols on his teletype to link the username and address.

8. Ethernet, a protocol for many local networks, appeared in 1974, an outgrowth of Harvard student Bob Metcalfe's dissertation on "Packet Networks."

9. In 1991, the first really friendly interface to the Internet – a Gopher –was developed at the University of Minnesota with a simple menu system to quickly access files and information.

10. In 1991 Tim Berners-Lee proposed a new protocol for information distribution – based on hypertext – which became the World Wide Web.

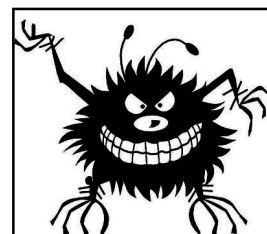


Important Issues –

12 Most Devastating PC Viruses and Worms of All Times!

<http://www.junauza.com/2008/07/12-most-devastating-pc-viruses-and.html>

1. The ILOVEYOU worm is the most damaging computer worm ever. It started in the Philippines on May 4, 2000, and spread across the world in one day infecting 10 percent of all computers connected to the Internet and causing about \$5.5 billion in damage. The worm arrived in e-mail boxes with the simple subject of "ILOVEYOU" and an attachment "LOVE-LETTER-FOR-YOU.TXT.vbs". This particular worm only affected computers running the Microsoft Windows OS. It also had an additional component – "WIN-BUGSFIX.EXE" or "Microsoftv25.exe".



2. Mydoom is a computer virus affecting Microsoft Windows. It was first sighted on January 26, 2004 and became the fastest-spreading e-mail worm ever. Usually the mail contains an attachment that, if executed, resends the worm to e-mail addresses found in a user's address book. The worm contains the text message "andy; I'm just doing my job, nothing personal, sorry," leading many to believe that the worm's creator was paid to do so.

3. The Blaster Worm was a computer worm that spread on computers running the Microsoft OS. The worm first started spreading on August 11, 2003. The worm contains two messages hidden in strings. The first: I just want to say LOVE YOU SAN!! The second: billy gates why do you make this possible? Stop making money and fix your software!!

4. The Sobig Worm (Sobig.F) was a computer worm that infected millions of Internet-connected Windows computers in August 2003. The Sobig worm will appear as an electronic mail and will contain the text: "See the attached file for details" or "Please see the attached file for details."

5. The Code Red worm was a computer worm observed on the Internet on July 13, 2001. It attacked computers running Microsoft's IIS web server. It tried to spread itself by looking for more IIS servers on the Internet. It defaced the affected web site to display: HELLO! Welcome to <http://www.worm.com>! Hacked By Chinese!

6. CIH, also known as **Chernobyl** or **Spacefiller**, is a computer virus written by Chen Ing Hau of Taiwan. It is one of the most harmful widely circulated viruses, overwriting critical information on infected system drives, and corrupting the system BIOS. The CIH virus was circulated around the internet, under the guise of a nude picture of Jennifer Lopez.

7. Klez is a computer worm first appeared in the end of 2001 that propagates via e-mail. It infects Microsoft systems, exploiting vulnerability in Internet Explorer's Trident layout engine. The infected e-mail includes a text portion and one or more attachments (claiming it to be a patch from Microsoft or an antidote for the Klez).

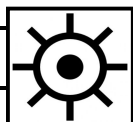
8. The Melissa worm is a mass-mailing macro virus, first found on March 26, 1999. Melissa shut down the Internet mail systems that got clogged with infected e-mails. It was not originally designed for harm, but caused unplanned problems. First distributed in the Usenet discussion group alt.sex, the virus was inside a file called "List.DOC" and contained passwords that allow access into 80 pornographic websites.

9. Sasser (known as **the Big One**) is a computer worm that affects computers running vulnerable versions of the Microsoft operating systems.

10. Bagle is a mass-mailing computer worm affecting all versions of Microsoft Windows. Bagle uses its own SMTP engine to mass-mail itself as an attachment to recipients gathered from the victim computer.

11. Win32/Simile (also known as **Etap**) is a metamorphic computer virus written by the virus writer Mental Driller for Microsoft Windows and released in early March 2002. When the virus is first executed, it checks the current date. If the host file with the virus imports the file User32.dll, then on the 17th of March, June, September or December, a random message is displayed. On May 14 (Israel Independence Day), a message saying "Free Palestine!" is displayed if the system locale is set to Hebrew. The virus then rebuilds itself.

12. Nimda is a computer worm, isolated in September 2001. It is also a file infector. The worm's name spelled backwards is "admin". It spreads quickly, eclipsing the economic damage. Multiple propagation vectors (5) allowed Nimda to become the Internet's most widespread virus/worm within 22 minutes.



It is interesting to know: Some more facts about computers:

1. In 1995 there were 24 million users of the Internet, invented in 1988. 17 million were based in America. By the year 2012 there will be approximately 17 billion devices connected to the Internet.

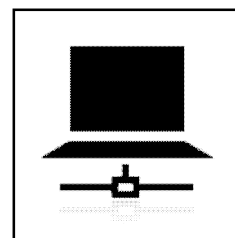
2. Microsoft employs 16 140 people. IBM employs 220 000 people.

3. Bill Gates dropped out of college (Harvard) before founding Microsoft. Later his house was designed using a Macintosh computer.

4. The computer mouse, the windowing GUI, laser printing and the network card were all developed at one company – Xerox, in California.

5. The computer in your cell phone has more processing power than all the computers in the Apollo 11 Lunar Lander that put 2 men on the moon.

6. A program named "Rother J" was the first computer virus to come into sight outside the single computer or lab where it was created. Created in 1981 by Richard Skrenta as a practical joke to inject a game, it attached itself to the Apple DOS 3.3 operating system and spread via floppy disk. On its 50th use the Elk Cloner virus activated, infecting the computer and displaying a short poem beginning "Elk Cloner: The program with a personality."





Text 3. How to write e-mails that achieve their targets?

Read the text and pay attention to the words in bold type:



E-mail has changed the way we **communicate** with our **environment**. Here are some e-mail writing **tips** you may find useful. One of the keys to writing strong e-mails is to imagine that you are indeed writing it to a person, a very specific one. The best way to succeed in your e-mail writing is just to imagine that you are writing it to your friend.

You see, I think that e-mails are **truly effective**, when they are written to a specific person. As a result such e-mails look pretty **personal** but never follow the same set of structure. Think about it, when you write to your friend just to tell him something that happened during your day. Would you use a particular formula for that? I don't think so. You just tell him or her of what happened; maybe ask a question or two – and then end your e-mail. It's easy and simple. Writing to someone else in another organization or in a formal **position of responsibility** is different. Your e-mail should be neatly formatted and certainly **proofread** before you click the 'Send' button – to avoid any **embarrassing** grammar and spelling mistakes. A sort of sample structures could also be used for better results.

Although I am not a **proponent** of some special strict rules for your e-mail writing, I will give you a **raw structure**. It is pretty basic, and you can leave off any of those parts you choose – since you certainly do not want to have the same **boring** format every time you send out an e-mail. So how to write such e-mail messages that achieve their **targets**?

1) Write an effective subject line or headline (or title). Remember that subject line is your "**Trigger**" — it should arouse your **recipient's** curiosity, yet avoid all **uppercase** and exclamation mark: you don't want your message to get **deleted** because it looks like another **spam** e-mail, do you? Brief and specific subject line will do the job; for example, it could look like: "Job Offer" or "Lucky Sunday" – depending on the recipients and the purposes of your writing.

2) Write personalized e-mails. Though e-mails are usually written in a less formal style than letters, it is common to start an e-mail with the name of the person you are writing to. Begin your message by turning to your recipient's last name – "Dear Mr. Jones" or "Dear Mrs. Edwards". It is more

polite and respective than – "Hi, Joe" or "Hey, Helen".

3) Introduce yourself. Now it is time to introduce yourself and state the **purpose** of your e-mail. For example, start with: "My name is Steve Edwards. I'm contacting you concerning job offer #647. I would be an asset to your marketing team. Please find my attached **CV**".

4) Be focused. Before you even start thinking of how to write e-mail messages to other people, always remember that most people are busy — they receive plenty of e-mails every day and most likely will devote only few seconds to yours. Make sure you state the most **relevant** and interesting information first. Tell your story, ask your questions or call to action – for example, "check this out" and "see what you think".

5) Keep it brief. Get straight to the point, use short paragraphs (no more than 3 to 5 sentences) – it makes your text to be more comfortable to read.

6) Closing. Leave your contact details. Close your e-mail message by thanking the recipients for their time and gently prod them for a **reciprocating** action: "I am looking forward to hearing from you soon".

7) Do not forget about your personal signature. Many e-mail client programs **enable** you to compose a personal signature that gets automatically added to all your e-mails. If you are in business you should almost certainly use an e-mail signature in your communications. It is a great way to draw attention to products or services you offer, and you are making yourself easier to contact as well. Other uses for an email signature include: **confidentiality** statements; drawing attention to web site addresses; **promoting** a newsletter; adding other contact details such as **ICQ** or **AIM**.

It should read, for example as such:

Steve Edwards, Marketing Manager, ABCD Inc.

Tel. +555-7654321

Fax +555-7654378

steve.edwards@abcd.com

www.abcd.com



Exercise A. Use an appropriate word or phrase from the box of words below to complete each of the sentences:

confidentiality	purposes	enable	signature
target	relevant	deleted	embarrassing
communicate	enhance	proponents	boring
environment	personal	spam	uppercase
tips	position of responsibility		raw

1. The application includes handy Net _____¹, fantastic stylish templates and also instructions on how to create and publish your own web pages.
2. By this agreement you consent to permit access to your _____² information in the manner set out in the Privacy Policy.
3. Religious education in Britain has one of its most outspoken _____³ in the nation's highest office.
4. It looks like a _____⁴ when you post topics` titles or the whole text of your post or message in _____⁵ letters. It could be _____⁶ by the site moderator for a safety sake even without warning you.
5. _____⁷ is one of the six fundamental components of information security.
6. It is so _____⁸ when a person in a _____ _____⁹ is publicly caught telling a lie.
7. Your main _____¹⁰ is to provide employees with a safe working and business _____¹¹ and to _____¹² them permanent computer network access.
8. The _____¹³ of the basic stage of the program will often require students to make exercises only or exactly _____¹⁴ to the subject being covered.
9. Nobody would deny that there is an immense necessity for businesses today to _____¹⁵ electronically.
10. The U.K. Foreign and Commonwealth Office is empowered to certify the notary's _____¹⁶ and seal.
11. The report contains _____¹⁷ data and _____¹⁸ figures which have been collected but have not yet been studied and analyzed in details.
12. Greenpeace works to _____¹⁹ awareness of the dangers that threaten our planet today.



Exercise B. The following are examples of how to start and end an e-mail message. Match an appropriate recipient with the exact e-mail sample (marked by number) given below:

Writing to someone in your own company				
Writing to someone in another organization or someone in a formal position of responsibility				
Writing to your partner				
Writing to a friend				

Sample 1

Start: Use the person's first name or nickname

Ending: "Take care", or "Love", or "Thinking of you"

Signature: Your first name, or nickname

Sample 2

Start: Use the person's first name

Ending: "Best wishes", or "Yours", or "Take care"

Signature: Your first name

Sample 3

Start: Use the person's first name (in a few companies you might need to be more formal, but this is rare in the UK)

Ending: "Regards", or "Best wishes"

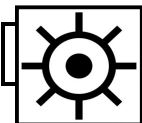
Signature: Your first name and last name, and below this your job title and department, and phone number (or extension)

Sample 4

Start: Use the person's title (e.g.: Mr, Mrs, Ms, Dr) and surname (e.g.: Smith), or just "Sir/Madam" if you don't know the name

Ending: "Regards"

Signature: Your first name and last name (you might add your title after this in brackets if you want to make it clear if you are a man or woman). Below this your job title (if appropriate) and contact details (you may want to include your telephone number or address)



It is interesting to know: Some more facts about the Internet:

1. BLOG – is an abbreviation of the word "weblog". It refers to a public webpage or web site which is published by either an individual or a group of individuals. Blogs are commonly personal journals or diaries and enable visitors to post comments on all sorts of topics, depending on the interests of the blogger and allowing interactivity between the blogger and the visitors. A basic blog can be created for free, and is very easy to update. A blog is usually updated frequently, maybe weekly or even daily, but it all depends on the blogger. If you write in English, it is a smart way of improving your writing skills. Note that the blog is not private, so do not write things there which you do not want others to read. To find an existing blog on a particular topic of interest try: Google Blog Search or Blogger.com Search.



2. MESSENGER – is a form of a real-time direct text-based communication between two or more people using personal computers. The user's text is conveyed over a network, such as the Internet. Such

services as MSN (Microsoft), Yahoo and AOL provide services called an Instant Messenger. IM allows enhanced modes of communication, such as



live voice or video calling. You download the software which shows you when your friend who is using the same service is online. By clicking on his name, you can start a written conversation. Just type a message and press the return key to send it. There is no delay between the time you send a message and the time your friend receives it, so you can chat quite naturally. Chatting in this way is a good way of improving your writing skills. You can save the conversation by choosing "File" and then "Save".

3. CHATROOM – is similar to the Instant Messenger described above. It is a real-time communication between two users via computer. Chat is a Web site, part of a Web site or part of an online service. Once the chat has been initiated, either user can enter text by typing on the keyboard and the entered text will appear on the other user's monitor. Most networks and online services offer a chat feature.

4. FORUM – an Internet forum, or message board – is an online discussion site where people can hold conversations in the form of posted messages. They differ from chat rooms in that messages are at least temporarily archived. Depending on the access level of a user and the forum set-up, a posted message might need to be approved by a moderator before it becomes visible.

5. USER GROUPS – Western-style forums organize visitors and logged in members into user groups. Privileges and rights are given



based on these groups. A user of the forum can automatically be promoted to a more privileged user group based on criteria set by the administrator. A person viewing a closed thread as a member will see a box saying he does not have the right to submit messages there, but a moderator will likely see the same box granting him access to more than just posting messages.

6. THE MODERATORS (short form: "mods") – are users or employees of the forum who are granted access to the posts and threads of all members for the purpose of moderating discussion and also keeping the forum clean (neutralizing spam and spambots etc.).

7. THE ADMINISTRATORS (short form: "admin") – are manage the technical details required for running the site.



Exercise C. Study the essential elements of the e-mail templates given below. Write your messages using the proposed structures:



E-mail Template 1: Friendlier, Less Structured:

Benefits of e-mail template 1: 1) Clear subject line enables relevant audience to find and open messages that concern issues they consider important; 2) Provides room to be friendlier, more engaging; 3) Flexibility for writer.

Drawbacks of e-mail template 1: 1) Easier to forget, drop or gloss over individual essential elements, especially if writer does not have strong track record of clear, concise communications; 2) Harder for reader to scan for information she or he considers most relevant; 3) "Providing room to be friendlier," can make it tempting to run on and pad sentences with more wording than is needed.

Essential elements	Your Text Here
Subject line	
Who (target audience)	
What	
When / by when (deadlines)	
Why (purpose)	
Benefits (to target audience)	
Action requested	
Signature block	



E-mail Template 2: More Formal Structure:

Benefits of email template 2: 1) Good practice in writing messages that include all key elements that a reader may want; 2) Can help writer enforce self-discipline in writing without verbiage; 3) Easy for reader to quickly scan for relevant information.

Drawbacks of email template 2: 1) Can feel overly structured, awkward for writer; 2) May seem unfriendly and without personal touch to reader.

Essential elements	Your Text Here
Subject line	
Who (target audience)	
Purpose	
Background	
What	

When / by when (deadlines)	
Why (purpose)	
Benefits (to target audience)	
Action requested	
Signature block*	

* E-mail signature blocks are blocks of text automatically appended at the bottom of an e-mail message. Information contained: the poster's name, phone number and email address, disclaimer, other contact details if required, such as URLs for sites owned or favored by the author.



Exercise D. Below you`ll find two e-mail messages written by different people for different purposes which were cut up into strips for educational purposes. Put the parts together again to give them an original look of an e-mail message:



Sample 1: E-mail Thank You Letter

Short comment: Writing a thank you note after an employment interview can be the key to getting a job offer. In these days of electronic communication, it is appropriate to send thank you letters by email. In addition to thanking the person you talked with, the thank you note reinforces the fact that you want the job. Use your letter to address any issues and concerns that came up during the interview. Restate why you want the job, what your qualifications are, how you might make significant contributions, and so on. The thank you note should be brief and to the point. A couple of brief paragraphs are also sufficient.

Dear Mr. Berry:

 In addition to my enthusiasm, I will bring to the position strong writing skills, assertiveness, and the ability to encourage others to work cooperatively with the department.

Thank You – Assistant Account Executive Interview

Sincerely,
 Tom Crany
 Email Address / Address / Phone Number

I appreciate the time you took to interview me. I am very interested in working for you and look forward to hearing from you regarding this position.

It was very enjoyable to speak with you today about the assistant account executive position at the Smith Agency. The job seems to be an excellent match for my skills and interests. The creative approach to account management that you described confirmed my desire to work with you.



Sample 2: Email Cover Letter – Inquiring About Job Openings

Short comment: An e-mail cover letter is a document sent with your resume to provide additional information on your expertise. An email cover letter is sent by e-mail to a hiring manager or a recruiter and is written to provide information on why you are qualified for the job you are applying for and to explain the reasons for your interest in the company.

Teresa Ashley
Address / Email / URL / Home Phone / Cell Phone

Dear Mr. Jones,

I would like an opportunity to visit with you to get your insight and suggestions on where my skills and abilities would be of the greatest value to the ABD Company, and to inquire about possible job openings with the company.

I look forward to hearing from you. Thank you for your consideration.

Introduction –
Tereza Ashley

I have had the privilege of honing my journalistic abilities on three widely different publications. When I left college, I immediately went to work for the typical small town newspaper and learned all aspects of getting the paper to the people in a timely manner. I then moved to regional manager for a media corporation composed of small to mid-size newspapers in the Midwest. In my current position, I am Chief Correspondent for one of the largest newspapers in the southwest.

For the past ten years I have followed your career through news events, interviews and web research. Your dedication to the Fourth Estate and your understanding of the important role journalists play in today's fast-paced information highway, coupled with your belief in the power of the press is exemplary.

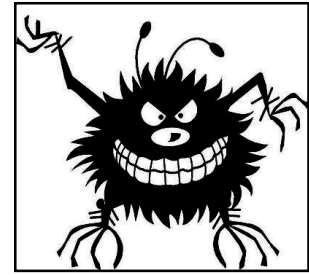


Important Issues – Computer Threats:

Make sure you know how to deal with the threats that face us:

<http://www.kaspersky.com/threats>

1. Malware – short for "malicious software" – is an umbrella term that refers to any software program deliberately created to perform an unauthorized and often harmful action. Viruses, backdoors, keyloggers, password stealers and other Trojan horse programs, Word and Excel macro viruses, boot sector viruses, script viruses (batch, windows shell, java, etc.) and Trojans, crimeware, spyware and adware are examples of malware.



2. Adware – is the general term applied to programs that either launch advertisements (often pop-up banners) or re-direct search results to promotional web sites. Adware is often built into freeware or shareware programs: when you download a freeware program, the adware is installed on your system without your knowledge or consent. Sometimes a Trojan secretly downloads an adware from a web site and installs it on your PC.

3. Spyware – is software that is designed to harvest your data and forward it to a third party without your consent or knowledge. Such programs may monitor key presses (keyloggers), collect confidential information (passwords, credit card numbers, PIN numbers, etc.), harvest e-mail addresses or track browsing habits. In addition to all of this, spyware inevitably affects your computer's performance.

4. Rootkit – is a collection of programs used by a hacker to evade detection while trying to gain unauthorized access to a computer. It is a form of stealth to hide Trojan activity. When installed on the system, rootkits are not only invisible to users, but they are designed to escape detection of security software as well. The fact that many people log into their computers with administrator rights, rather than creating a separate account with restricted access, makes it easier for cybercriminals to install a rootkit.

5. Crimeware – is a malicious software that is covertly installed on computers. Most crimeware programs are in fact different types of Trojans. For example, some are used to log every key you type (keyloggers), some capture screenshots when you are using banking websites, some download other malicious code, and others let a remote hacker access your system. What they each have in common is the ability to steal your confidential information – such as passwords and PINs – and send it back to the criminal who is then able to steal your money.

6. Hacking. The term hacker was once used to describe a clever programmer. Today, it's applied to those who exploit security vulnerabilities to break into a computer system. It is a sort of electronic burglary. Hackers regularly break into both individual computers and large networks. Once they have access, they may install malicious programs, steal confidential data, or use compromised computers to distribute spam.





7. Phishing (a Phishing attack) – is a very specific type of cybercrime designed to trick you into disclosing personal financial details. Cybercriminals create a fake website that looks just like a bank's website (or any other where online financial transactions are conducted, e.g. eBay). These e-mails often use legitimate logos, a good business style and spoof the header of the email to make it look like it came from a legitimate bank. They then try to trick you into visiting this site and typing in your confidential data (login, password or PIN). Typically, cybercriminals send out a large numbers of e-mails containing a hyperlink to the fake site.

8. Spam – is an anonymous, unsolicited bulk e-mail – equivalent of a physical junk mail delivered through the post – sent out in mass quantities by spammers who make money from the small percentage of recipients that actually respond. It is also used for phishing and to spread malicious code.

9. A virus – is a program that replicates, i.e. spreads from file to file on a system and from PC to PC. It may be programmed to erase or damage data.

10. Worm – a subset of viruses, a computer program that replicates, but does not infect other files. Instead, it installs itself once on a computer and then looks for a way to spread to other computers.

 Optional topics for individual reports and essays:	
1. The history of the Internet	4. E-mail is easy and comfortable
2. The rules of e-mail writing	5. E-mail: benefits and drawbacks
3. Make e-mail writing safe	6. E-mail as a means of communication

 Speaking: Discussion of the related topics:	
1. How to choose an email service provider?	3. What are the modern means of communication except for e-mail?
2. Is there any special letter format and structure for e-mail?	4. What are the evident and hidden threats of the Internet nowadays?



Have Fun! Lawyer Jokes!

A Woman's e-mail to Her Husband

My Dear Husband,

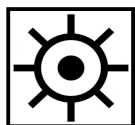
I am sending you this letter via this BBS communications thing, so that you will be sure to read it. Please forgive the deception, but I thought you should know what has been going on at home since your computer entered our lives TWO YEARS AGO. The children are doing well. Tommy is seven now and is a bright, handsome boy. He has developed quite an interest in the arts. He drew a family portrait for a school project, all the figures were good, and the back of your head is very realistic. You should be very proud of him.

Little Jennifer turned three in September. She looks a lot like you did at that age. She is an attractive child and quite smart. She still remembers that you spent the whole afternoon with us on her birthday. What a grand day for Jenny, despite the fact that it was stormy and the electricity was out.

I am doing well. I went blonde about a year ago, and discovered that it really is more fun! George, I mean, Mr. Wilson the department head, has uh, taken an interest in my career and has become a good friend to us all. I discovered that the household chores are much easier since I realized that you didn't mind being vacuumed but that feather dusting made you sneeze. The house is in good shape. I had the living room painted last spring; I'm sure you noticed it. I made sure that the painters cut holes in the drop sheet so you wouldn't be disturbed.

Well, my dear, I must be going. Uncle George, uh, Mr. Wilson, I mean, is taking us all on a ski trip and there is packing to do. I have hired a housekeeper to take care of things while we are away, she'll keep things in order, fill your coffee cup and bring your meals to your desk, just the way you like it. I hope you and the computer will have a lovely time while we are gone. Tommy, Jenny and I will think of you often. Try to remember us while your disks are booting.

Love,
Your Wife



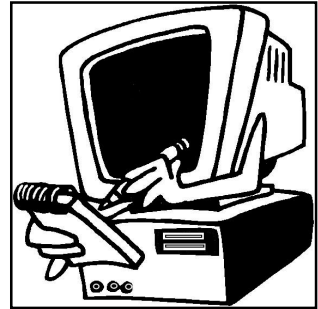
Funny jokes are always fun to receive in an e-mail, especially if you are having a tough day. So if you want to e-mail a friend or co-worker a funny joke in an e-mail, find a joke to your liking online and simply copy and paste it to an email and send it on its way.



Creative Work–Team Project Work–Multimedia Presentation

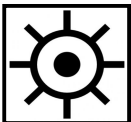
E-mail writing is an easy and safe means of communication!

Strategy Tips: (1) Divide into groups of 2-4 students.
(2) Choose anyone from your group mates to be a coordinator of your digital project.
(3) Now when you know the basic rules of e-mail writing and ways to avoid any possible threats while surfing in the Internet discuss and make your plan of how to digitally share your own experience as an E-mail user or fan.



(4) The overview may contain the following information: 1) E-mail has changed the way we communicate with the environment; 2) We have the ability to send and receive e-mail messages over great distances at an incredible speed; 3) E-mail is meant for businesses and households; 4) E-mail is meant for quick and simple communication; 5) E-mails vary in structure and format due to the purpose of writing; 6) Describe possible threats of the Internet communication and key rules to avoid them; 7) Share your personal experience as e-mail users – state benefits and drawbacks of the mail client services you have once chosen and still do use.

* Note! You may add any extra rubrics and media tools you regard essential to present your project in full. Have fun with your team work!



Multimedia – is media and content that uses a combination of different content forms. Multimedia is usually recorded and played, displayed or accessed by information content processing devices, such as computerized and electronic devices, but can also be part of a live performance. Multimedia (an adjective) also describes electronic media devices used to store and experience multimedia content.

Multimedia presentation may be viewed by person on stage, projected, transmitted, or played locally with a media player. A broadcast may be a live or recorded multimedia presentation. Broadcasts and recordings can be either analog or digital electronic media technology. Digital online multimedia may be downloaded or streamed. Streaming multimedia may be live or on-demand.

Multimedia games and simulations may be used in a physical environment with special effects, with multiple users in an online network, or locally with an offline computer, game system, or simulator.



Web – resources and support:

Topic	Web links to some useful and helpful resources
Writing E-mail messages	http://jerz.setonhill.edu/writing/etext/e-mail.htm http://www.mindtools.com/CommSkill/EmailCommunication.htm http://www.webfoot.com/advice/email.top.php http://www.emailreplies.com/ http://www.write101.com/emailhelp.htm http://www.powerhomebiz.com/vol11/email.htm http://www.43folders.com/2005/09/19/writing-sensible-email-messages http://www.writeexpress.com/writing-effective-email.html http://www.webmarketcentral.com/effective_email_newsletters.htm http://writing.colostate.edu/guides/documents/email/list4.cfm http://www.chrisbrogan.com/writing-more-effective-email/ http://www.suite101.com/content/writing-effective-email-messages-a143736 http://www.forbes.com/2009/08/04/effective-email-etiquette-leadership-careers-basics.html http://top7business.com/?id=504 http://ezinearticles.com/?How-to-Write-Effective-Email-Subject-Lines-to-Get-Them-Opened&id=4775269 http://www.digital-web.com/articles/how_to_write_effective_mailing_list_email/ http://www.buzzmaven.com/internet-marketing-articles/email-use-advice

Topic	Web links to download examples and templates of e-mails
Writing E-mail messages	http://www.writinghelp-central.com/sample-letters.html http://www.letter-samples.com/ http://jobsearchtech.about.com/od/letters/Job_Letters.htm http://www.solveyourproblem.com/resume-writing/basic_cover_letter_template_example.shtml http://www.resume-resource.com/ http://www.constantcontact.com/email-marketing/html-email-templates/email-newsletter.jsp http://www.4hb.com/letters/ http://www.cv-resume.org/ http://www.bestcoverletters.com/ http://www.business-letter-templates.com/ http://businessletterformat.org/



Unit II. Writing Informal Letters



Before you start: My questions to you:

1. Which situation may cause us writing formal letters?
2. When do we have to write informal letters?
3. Is there any difference in style and layout between formal and informal letters in your native language?
4. Which specific phrases or type of language could be regarded as common for an informal letter?
5. How often do you write informal letters?
6. Who do you write your informal letters to?
7. What are the occasions on which you write personal letters?



Text 1. Letter-Writing. What is a letter?

<http://www.writing-lovers.com/letter-writing.html>

Read the text and answer the following questions:

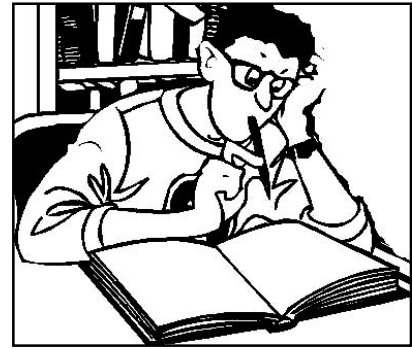
Basically, a letter is a message from one person to another, from one organization to another or from an individual to an organization. It can either be hand-written, typed, or printed. The term epistolary is also used with reference to the letter and refers to anything that is related to letters or the writing of letters.

Doesn't a letter belong to the by-gone days phenomenon? It is a good question! With the advancement in technology, letters have become all the more unpopular. Nowadays there are faster ways for communication. Talking over mobile phones, text messaging, e-mail, fax, just to mention a few. But in the not so distant past, which you definitely were a part of, letters were the thing... I am sure you remember...

You and Johnny were pals – very good buddies. You could see each other everyday because he was your next door neighbor. Then things went terribly wrong. His father got laid off from work, and he and his family had to move to another town many miles away – so far away it was nearly impossible to visit. You bade (bid) each other a teary goodbye... A week later, you were seating on your front steps, all glum and gloomy when the postman stopped by your gate and popped something into your letterbox. In



an indolent manner, you walked to the letterbox and sluggishly pulled out the letter. When you stared at the brown envelope however, your eyes almost popped out of their sockets and you almost went crazy with sheer excitement. It was a letter from Johnny! With shaky hands, you tore to open the envelope and find the letter inside...



Well, it certainly used to be exciting those days to receive a letter –especially if it came from a beloved friend. Letter writing was the most reliable means of communicating between individuals separated by large distances, and we used to heavily rely on them. But now, things have changed. We have faster and more reliable means of communication. In only a matter of seconds, you can send an electronic message to your friend miles away – even on the other side of the globe! You can hear and speak to your family and friends using a cell phone which can conveniently be carried in your pocket! I wonder if grandfather, smoking a pipe under a tree while waiting for a letter from his grandson in the 1950s ever imagined that such things would be possible! Not even in his wildest dreams he did!

Even so, a letter-writing still has a place in today's cyber-world, and has even some advantages over the other modes of communication. 1) The letter can reach anyone, anywhere, whether or not they have phones, computers or any other sophisticated or expensive gadgets. Truthfully speaking, not everyone can afford a computer or have an access to one, so it is impossible for them to receive e-mails and the like. However, as long as you have your home address, you can be sure that any letter will reach you. 2) In instances where hard copy is preferable to soft copy, the letter is most useful. For example, you may need to send invoices, receipts, bank drafts, checks, certificates, resumes, application forms etc to someone or to an organization. In such situations soft copies will simply be impractical. 3) When corresponding to companies or other businesses, hand written letters are often seen as an indication of someone's seriousness or commitment. Since letter-writing requires some effort, the one who does so is seen to be a highly interested party. 4) There is some kind of formality that seems more innate in the letter than any other mode of communication. Therefore, more often than not, business people send letters, especially to those whom they have never met before. So, letters do have a place even in today's world, and is it still wonderful to receive a letter from a friend. More often than not, letters are a tangible reminder that someone really cares about you.



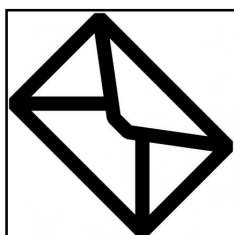
My post – reading questions to you:

1. What is a letter?
2. What does the term epistolary mean?
3. What makes us feel and think that writing letters is a little bit old-fashioned way to communicate?
4. What are the modern means of communication?
5. Why was it so exciting some time ago to receive letters in envelopes?
6. Was it possible in the 1950s to imagine that you can send an electronic message to your friend miles away?
7. What are the drawbacks of a letter-writing in today's cyber-world?
8. What are the advantages of a letter-writing in today's cyber-world?
9. Is any computer data stored always reliable?
10. What are the possible threats from outside to any sensitive information stored on your computer (that deserves value and care)?
11. What makes it thrilling to get a letter in the envelope from your friend?
12. What efforts does a letter-writing require? Do you need to have any special knowledge or skills for writing letters?



Important Issues – Friendly or Personal Letters – Structure:

<http://englishplus.com/grammar/00000143.htm>



Personal letters, also known as friendly letters, and social notes normally have five (5) parts:

1. **The Heading.** This includes the address, line by line, with the last line being the date. Skip a line after the heading. The heading is indented to the middle of the page.

If using preaddressed stationery, add just the date.

2. **The Greeting.** The greeting always ends with a comma. The greeting may be formal, beginning with the word "dear" and using the person's given name or relationship, or it may be informal if appropriate.

Formal: Dear Uncle Jim, Dear Mr. Wilkins,

Informal: Hi Joe, Greetings, (Occasionally very personal greetings may end with an exclamation point for emphasis.)

3. **The body.** It is also known as the main text. This includes the message you want to write. Normally in a friendly letter, the beginning of paragraphs

is indented. If not indented, be sure to skip a space between paragraphs. Skip a line after the greeting and before the close.

4. **The complimentary close.** This short expression is always a few words on a single line. It ends in a comma. It should be indented to the same column as the heading. Skip one to three spaces (two is usual) for the signature line.

5. **The signature line.** Type or print your name. The handwritten signature goes above this line and below the close. The signature line and the handwritten signature are indented to the same column as the close. The signature should be written in blue or black ink. If the letter is quite informal, you may omit the signature line as long as you sign the letter.

6. **Postscript.** If your letter contains a postscript, begin it with P.S. and end it with your initials. Skip a line after the signature to begin the postscript.



Exercise A. Below you will find two informal letters which were cut up into strips for educational purposes. Match the parts on your left with the appropriate content of the letter on your right:

Informal Letter 1:

Structural Parts	Content of the letter
1) The Heading	1) Hi Leo, It's been a while since we wrote, so I thought I'd drop you a line to bring you up to date with what's been happening here.
2) The Greeting or Salutation + (Introduction)	2) I suppose the most important thing is that Jane's job is more secure than we thought. At the beginning of the year, when she got the job, we thought it might only be for one semester, but we just found that she has a permanent contract. My parents are both fine, and I think they are really happy that we've moved back. For us, it's great to be so close to family again, an extra sense of comfort and security. We see my sister quite often as she's in London.
3) The body	3) Regards, John
4) The complimentary close	4) P.S. Ask Tina to write to me unless she is too busy cutting up corpses in the Medical College.

5) The signature line	5) So, what about you these days? Are you still stuck in that old job? Since I've been having so much trouble getting a job I understand your reluctance to change. There's nothing worse than filling in endless application forms, with no idea of what it will lead to. Stay positive!
6) Postscript	6) 305, International House, University of Utah Salt Lake City, June 29, 2010

Informal Letter 2 (Asking for a Favor):

Structural Parts	Content of the letter
1) The Heading	1) I saw an advert in a paper recently offering a free journalism course to successful applicants. I sent in an article I wrote for the student newspaper, you know, the one about legalizing drugs? Anyway, they really liked it, but as there are only five places they want a reference as well. I haven't given them your name yet, as I expect this would be the first reference you've been asked to give. Is it OK if I send them your phone number? I think they want to phone so they can have a proper conversation with you and really check me out.
2) The Greeting or Salutation + (Introduction)	2) I know it's been a while but if you could do it it'd really help me out. I've got a new phone number, 09957 234 563, so you can get me on that, and my address is still the same.
3) The body	3) P.S. Is it OK if I send them Jerry`s phone number as well?
4) The complimentary close	4) Hi, John, I'm writing this letter because I really need your help. You're the only person who knows me well enough to give me a reference for a course I want to do.
5) The signature line	5) Mr. John Smith 3 Main Street, Cadbury, England January, 23, 2010
6) Postscript	6) Hope to hear from you soon. Best regards, Patrick

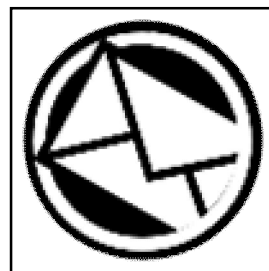


Important Issues –

The Difference Between Formal and Informal Writing:

<http://ezinearticles.com/?The-Difference-Between-Formal-and-Informal-Writing&id=594208>

1. **Styles of writing.** When it comes to writing in English, there are two main styles of writing – formal and informal. The style of writing, or the way we use words is intended to what we want to say. Different situations call for different ways of putting words together. The way we write in academic and scientific settings differs greatly from the way we write to a friend or close one. The tone, vocabulary, and syntax, all change as the occasion changes. This difference in the styles of writing is the difference between formality and informality, or the difference between formal and informal writing.




2. **A friendly letter (or informal letter)** – is a way of communicating between two people (sometimes more) who are usually well acquainted. There are many uses and reasons for writing a friendly letter, but usually friendly letters will consist of topics on a personal level. Friendly letters can either be printed or hand-written. The friendly letter is typically less formal than that of a business letter. Typical informal contexts are writing to family members, relatives and friends, and love letters. When writing friendly letters we normally use informal style, which is characterized by the use of: a) everyday vocabulary (e.g. I had a great time, etc.); b) colloquial expressions and idioms (drop me a line, etc.); c) phrasal verbs (e.g. get on, settle in, etc.); d) short forms (e.g. can't; don't; I'm; we'll, etc.).

3. Following is *a list of some of the main differences* between informal and formal writing:

Informal Writing Tips	Formal Writing Tips
1) Use colloquial words/expressions (kids, guy, awesome, a lot, etc.)	1) Avoid using colloquial words/expressions (substitute with children, man/boy, wonderful, many, etc.)
2) Use contractions (can't, won't, shouldn't, etc.)	2) Avoid contractions (write out full words – will not, should not, etc.)
3) Use first, second, or third person	3) Write in third person (except in business letters where first person may be used)
4) Use clichés (loads of, conspicuous by absence, etc.)	4) Avoid clichés (use many, was absent, etc.)
5) Use address readers using second	5) Avoid addressing readers using

person pronouns (you, your, etc)	second person pronouns (use one, one's, the reader, the reader's, etc.)
6) Use abbreviated words (photo, TV, etc)	6) Avoid using abbreviated words (use full versions – like photograph, television, etc.)
7) Use imperative voice (e.g. Remember....)	7) Avoid imperative voice (use Please refer to.....)
8) Use active voice (e.g. We have notice that....)	8) Use passive voice (e.g. It has been noticed that....)
9) Use short and simple sentences	9) Longer and complex sentences are preferred (short simple sentences reflects poorly on the writer)
10) Difficulty of subject may be acknowledged and empathy shown to the reader	10) State your points confidently and offer your argument firm support

	<p>Exercise B. Read the informal letter given below. Re-write it in a formal way as if you are describing your first day experience (at the University you have recently joined) to the Law Faculty Dean`s Department for the monitoring purposes:</p>
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Sample 1. Informal (original):

Hi Sue!
 How're you doing at your new school? Mine's O.K.: new teachers, new pals, new subjects and all that jazz...**Having classes** in the afternoon this year. Cool! I can sleep a lot in the morning... I'm only afraid that there **ain't gonna be no** time for studying and stuff, and the last classes of the day can be a real drag... Anyway, I'm still training at the gym with the same guys and – guess what? John's dating Joan! Remember her?
 Well, gotta go now. Hope to hear from you soon.
 Love and hug.
 Yours, David

Sample 2. Formal (mind the difference in structure, style and vocabulary):

Use both patterns to answer the following questions:

1. Who writes the letter? _____
2. Who is the letter addressed to? _____
3. What is the purpose of the letter? _____
4. Write down all informal words you have used in Sample 1 _____

5. Write down all formal substitutes of informal words you have used in Sample 2 _____

6. Which style of letter writing is more common to you? _____
7. How often do you use colloquial words or expressions or slang in your everyday vocabulary? What slang words do you think to be cool and stylish? Which of such words do you think to be appropriate to be used with the adults and administration of your University? _____



Exercise C. Which phrases or type of language would you find in a formal or informal letter? Put the letter 'F' next to phrases or language types that are used in formal letters and 'I' – next to those used in informal letters:

Phrase or type of language we use	Formal	Informal
I am sorry to inform you that...
phrasal verbs
I am very grateful for...
Why don't we...
I will not be able to attend the...
idioms and slang
contracted verb forms like we've, I'm, etc.
Give my regards to...
I look forward to hearing from you...

Let me know as soon as...
short sentences Dear Tom,
Dear Ms Smith,
Best wishes,
Yours faithfully,
I'm really sorry I...
Unfortunately, we will have to postpone...
We had a little bit of luck...
Our computers are used for a variety...
I use my pencil sharper for...
polite phrases
fewer passive verb forms



Exercise D. Look at the phrases on the left and match them with the purpose of writing or their usage given on the right:

Phrases	Purpose of writing or usage
1) That reminds me, ...	a) to finish the letter
2) Why don't we ...	b) to apologize
3) I'd better get going ...	c) to thank the person for writing
4) Thanks for your letter ...	d) to begin the letter
5) Please let me know ...	e) to change the subject
6) I'm really sorry ...	f) to ask for a favor
7) Love,	g) to suggest or invite
8) Could you do something for me?	h) to ask for a reply
9) Write soon ...	i) to share some information
10) Did you know that ...	j) before signing the letter
11) I'm happy to hear that ...	k) to ask for a response



Have Fun! Lawyer Jokes!

Betty was scribbling industriously over some paper with a pencil when her mother asked her what she was drawing. "I m not drawing, Mom," she said indignantly, "I m writing a letter to Fred." "But you can't write," Mom pointed out. "That's all right," said Betty, "Fred can't read."

Why do postmen carry letters? Because the letters can't go anywhere by themselves.

What do snakes write on the bottom of their letters? "With love and hisses".

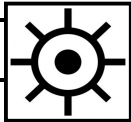
What letter should you avoid? The letter A because it makes "men" "mean".



Supplementary exercises: Master your writing skills! Choose any of the topics given below and write a letter to your friend or family member. Mind the layout, style and vocabulary you use:

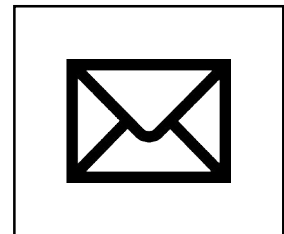
"To send a letter is a good way to go somewhere without moving anything but your heart" (Phyllis Theroux)

- 1) Write a letter to your friend, inviting him (or her) to your house for your birthday party. Provide all the necessary information. (Word Limit: 100)
- 2) Write a letter to your father describing your first day at the Kazan University you have recently joined. (Word Limit: 100)
- 3) Write a letter to a friend you haven't seen or spoken to in a long time. Tell him / her about what you have been doing and ask them how they are and what they have been up to recently. (Word Limit: 100)
- 4) Write a letter to a cousin and invite them to your wedding. Give them some details about your future husband / wife. (Word Limit: 100)
- 5) Write a letter to a friend you know has been having some problems. Ask him / her how she / he is doing and if you can help. (Word Limit: 100)



It is interesting to know: Some facts about mail or post:

1. Mail or post – is a method of transporting letters and other tangible objects, i.e. written documents, typically enclosed in envelopes and also small packages, delivered to destinations around the world. Anything sent through the postal system is called mail or post. Proof of payment is often in the form of adhesive postage stamps and postage meters.



2. An envelope – is a common packaging item, usually made of thin flat material. It is designed to contain a flat object, such as a letter or card. Traditional envelopes are made from sheets of paper cut to one of three shapes: a rhombus, a short-arm cross or a kite. These shapes allow for the creation of the envelope structure by folding the sheet sides around a central rectangular area. In this manner, a rectangle-faced enclosure is formed with an arrangement of four flaps on the reverse side.

3. The postal system was important for the development of modern transportation. Railroads carried railway post offices. During the 20th century, air mail became the transport of choice for inter-continental mail. Postmen started to utilize mail trucks. Today the handling of mail becomes increasingly automated.



Text 2. Letter Writing: Types of Personal Letters

provided by the National Literacy Secretariat of Human Resources Development of Canada



Before you read: My questions to you:

1. How often do you receive any mail or post?
2. How does that mail get delivered to you? Choose: it arrives: a) to your home letterbox; b) to a Post Office box; c) with some International delivery service.
3. What kind of mail could you receive by the post service? Choose: a) letters; b) parcels; c) magazines; d) flyers; e) bills; f) donation requests; g) postcards, etc.
4. Which type of mail (use our options given above) are you most likely to receive during the week? a month? etc.
5. Have you ever paid any attention to the quantity of items (of specific type) being received during a specific period of time by you via post?
6. Who receives the most mail during the week in your family? Can you give any reasons or explanations?
7. Which type of mail is usually opened first in your family?
8. Which mail is read carefully and which is not? What does it depend on?
9. Which mail gives the greatest pleasure to you? Why is this so?
10. Why do you think people write letters at all? Who do they usually write to? What are the advantages of letter writing over the other forms of communication?
11. When did you personally write a letter last time? Who did you write your letter to? When did you last receive any letter? Who did you receive that letter from? How did you feel when you've received a letter? What kind of letter was it?
12. Do you receive informal letters more often than the formal ones? Who do you receive informal letters from? And formal letters?



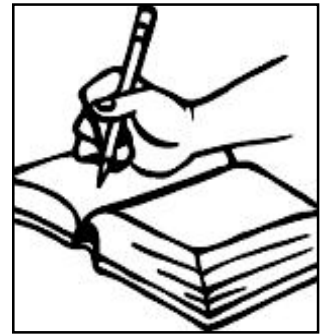
Have Fun! Lawyer Jokes!

"Are you writing a thank you letter to your Grandma like I told you to?"
"Yes Mom." "Your handwriting seems to be very large." "Well, Grandma's very deaf, so I'm writing very loudly."



Text A. Introduction to the World of Letter Writing

Letter writing still causes some sentimentality about it that transcends all other forms of communication, and this is probably why some people stick to it even though they could easily use other means of much faster communication such as phone, simple messaging, chats, e-mails, video and audio conferences and even fax-machines with their quick and immediate way of sending copies of written documents, etc.



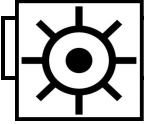
Writing can take many forms, including anything from a shopping list, acting as an aide-memoire, through letters to academic texts like an essay. Each type of writing displays a variety of features which can be observed within the sentence at the level of grammar, and beyond the sentence at the level of text structure. Therefore, each type of writing requires more or less skill, and the more complex the writing is, the more essential the writing skills are.

Writing and sending letters either by post, fax, or by e-mail falls into three categories at least: informal, formal and semiformal. In each letter writing category the approach to "how to write a letter" is different – it depends on why one is writing a letter at all. Personal letters are often letters to family members, friends or pen friends – and thus they are often very personal and friendly. Semiformal letters are often routine letters, such as an order or return of goods, or instructions on delivery, or confirmation or request of information, etc. Acquaintances also sometimes write letters in a semi-formal way. Formal letters are often non-routine. Writing a letter formally implies officialdom. Writing formal letters is seldom and needs professional skills and knowledge.

Here is a table with some examples of types of letters for each of the category. They may be classified as such:

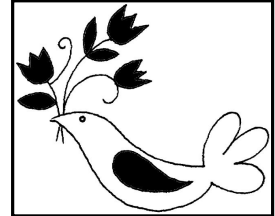
Very informal/ Personal	Informal/Formal/ Personal	Very formal/ Public face/ Legal
Thank you letters	Business letters	Business letters
Love letters	Order letters	Order letters
Congratulations	Thank you letters	Applying for a job
Letters of condolence	Social acceptance	Other applications
Notes to the teacher	(weddings, etc.)	Writing to the bank
Letters of Invitation	Congratulations	Writing to the solicitor

Letters of regret	Letters of Invitation	Making a complaint
News	Letter to the editor	Invitations (civic occasions etc.)
Postcards	Response letters	Asking for information
Advice	Instructions	Inquiries or requests
Emails	Emails	



It is interesting to know: Some Interesting mail or post facts:

1. The word "mail" comes from the Medieval English word "male", which was the term used to describe a traveling bag or pack. The French have a similar word, "malle" for a trunk or large box, and "mála" is the Irish for a bag. In the 17th century the word "mail" began to appear as a reference for a bag that contained letters: "bag full of letter" (1654).



2. The first documented use of an organized courier service for the delivery of written documents is found in Egypt, where Pharaohs used couriers for the diffusion of their decrees on the territory of the State (2400 BC).

3. In most countries a system of codes has been created (they are called ZIP Codes in the United States, postcodes in the United Kingdom and Australia, and postal codes in most other countries), in order to facilitate the automation of operations. This also includes placing additional marks on the address portion of the letter or mailed object, called "bar coding."

4. Bar coding of mail for delivery is usually expressed either by a series of vertical bars, usually called POSTNET coding, or a block of dots as a two-dimensional barcode. The "block of dots" method allows for the encoding of proof of payment of postage, exact routing for delivery, etc.

5. The most common method of prepaying postage worldwide is by buying an adhesive postage stamp to be applied to the envelope before mailing. A much less common method is to use a postage-prepaid envelope.

6. Franking is a method of creating postage-prepaid envelopes under licence using a special machine. They are used by companies with large mail programs such as banks and direct mail companies.

7. Documents cannot be read by anyone other than the receiver. For instance, in the United States it is a violation of federal law for anyone other than the receiver to open mail.

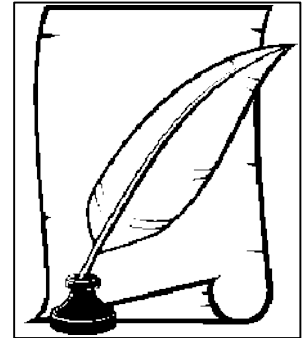
8. Since the advent of e-mail, which is universally faster, the postal system has come to be referred as "snail mail" (in Internet slang). The terms "white mail" or "the PaperNet" are also used as neutral terms for postal mail.



Text B. How to Write a Friendly Letter

Read the given text and tips and make your exercises:

A personal letter is written to someone you know or want to know better. A personal letter is usually written in casual, friendly language, or in practical straightforward language, depending on the purpose and audience of the letter. Any time you write a letter for a personal reason, you may use a personal letter format.



When you write to a friend to exchange news and "catch-up" on the latest news, the letter is also written in casual language. You write as if you were speaking to the friend. Although the letter may be to someone who knows you well, it is important that you spell correctly, write in complete sentences, and keep your thoughts separate by writing in complete sentences and paragraphs, indenting at the beginning of each paragraph. Grammar, spelling, capitalization, and punctuation count as well. You certainly want the reader of your letter to understand what you really mean to say.

It is up to you what kind of paper you wish to use to write your letter. Obviously, a crudely torn-out sheet of tablet paper, or writing in the margins of a newspaper will not do! Use paper that is clean and neat. Unlined paper is considered most proper. White, cream, and light blue are probably the best color choices. Neatness counts! It is the way you write your letter on the paper of your choice that matters most. Try to keep your margins straight and even, so the reader can easily follow what you are saying. Use pen, with blue or black ink. Pencil smudges easily, and some colored ink does not show up well. Try not to cross out words, or smudge the ink. Use your best handwriting. If the reader cannot make out your words, it does not matter what you say! If you are concerned that your lines will be crooked, place a piece of lined paper under your blank page. The lines will show through as you write, but, of course, will magically disappear when you lift the paper you have written on. You may type longer letters, but only if you type well. It is difficult to correct errors on some typewriters, especially if you find the errors after you have removed the paper from the typewriter. Word processing, or typing on a computer, is certainly acceptable. Be sure to proofread your work for typing errors. If you are using a computer, you can use the spell or grammar checker.



It is interesting to know: Some tips for writing friendly letters:

1. If you are answering a letter you have received from someone, thank the sender for his or her letter, or for responding to questions you asked in your last letter. This lets the reader know you received and read his or her letter.
2. If you are responding to a letter, have that letter on hand when you write your reply.
3. Answer the questions and comment on the information given in the letter. This lets the reader know you were interested in what he or she had to say.
4. Write about things which would interest both you and the reader.
5. Make your letter as detailed and descriptive as possible. You want the reader to be interested and to feel as if they have shared your experiences.
6. Ask questions so that your friend will have something to write back about. Avoid filling your letter with questions, however. Your friend is probably interested in what you are doing.
7. Always use correct sentences and paragraphs.
8. Proofread your letter for errors in expressions, as well as check your grammar. This will help both you and the reader and would prevent occasional misunderstandings.
9. All letters must follow certain conventions or formats, so is with writing of a personal letter.
10. The personal letter format generally has five or six parts: (1) Heading/Date; (2) Salutation; (3) Body of a letter; (4) Complimentary closing; (5) Signature; (6) Postscript.



Have Fun! Lawyer Jokes!

No \$

Dear Dad,

\$chool i\$ really great. I am making lot\$ of friend\$ and \$tudying very hard. With all my \$tuff, I \$imply can't think of anything I need, \$o if you would like, you can ju\$t \$end me a card, a\$ I would love to hear from you.

Love, Your \$on. _____

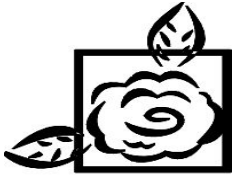
Dear Son,

I kNOW that astroNOmy, ecoNOmics, and oceaNOgraphy are eNOugh to keep even an hoNOor student busy. Do NOt forget that the pursuit of kNOWledge is a Noble task, and you can never study eNOugh.

Love, Dad



Exercise A. This is an example of a friendly letter written in a casual language. Read, analyze its layout and write a reply, so as if you really know the person you write to. Be creative!



21 Price Street Perth,
Alberta
T1J 3X
June 10, 2010

Dear Jill,

I was very happy to hear from you so soon. The pictures that you included from Florida made me jealous! Here, it has been like winter all the month of May through.

As you may have noticed from my address, I have big news for you! On May 28th, I joined the Welder's Union and within three days they assigned me to a project in Perth, Alberta. The address above is where I live now. Things certainly change so fast! So far, I like the job. I have heard rumors that we may be sent to the Yukon to work on a contract. While I am not thrilled about the climate there, I would make much more money. And this is obviously cool.

The only other item of news lately is that my sister Linda is getting married this summer. You will receive a wedding invitation pretty soon. You know very well that no party is complete without you. So please be sure to come. The party is planned for the 2nd of August and won't start until 4, I guess. But do come earlier so then we can be for a while together so as to talk and all. Bring Andy with you too. Don't be late. See, it's really ridiculous but Linda hasn't even made up her mind about her wedding - dress yet and all that stuff, you know. She's keeping on a diet again to fit smaller size so as to look great!

Hope you parents are alright? Give them my regards. And wish you all the best for your Salsa-party today. Miss you loads. See you this August. Lots of love, Yours, Jane P.S. Tell Andy we miss him too.



Have Fun! Lawyer Jokes!

Dear John, I have been unable to sleep since I broke off our engagement. Won't you fogive and forget? Your absence is breaking my heart. I was a fool, nobody can take your place. I love you. All my love, Belinda.
P.S. Congratulations on winning this week's lottery.



Exercise B. This is an informal letter example asking for a reference which was cut up into strips for the educational purposes. Put the stripped sections together in the right layout order. Write down a completed letter. *Important:* one section does not fit the style and should not be included. Which one?

1. Hope to hear from you soon.

2. Regards, Patrick

3. as I expect this would be the first reference you've been asked to give.

4. Anyway, they really liked it, but as there are only five places they want a reference as well. I haven't given them your name yet,

5. Hi Jen,

I'm writing this letter because I really need your help. You're the only person who knows me well enough to give me a reference for a course I want to do.

6. P.S. Is it OK if I send them Jerry`s phone number as well?

7. I'm sure this would be a mutually beneficial arrangement.

8. I think they want to phone so they can have a proper conversation with you and really check me out.

9. I saw an advert in a paper recently offering a free journalism course to successful applicants. I sent in an article I wrote for the student newspaper, you know, the one about legalizing drugs?

10. I know it's been a while but if you could do it'd really help me out. I've got a new phone number, 09957 234 563, so you can get me on that, and my address is still the same.

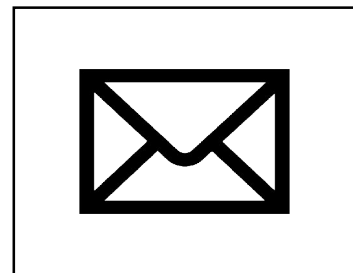
11. Is it OK if I send them your phone number?



Text C. How to Write Thank-You Notes or Letters

Read the text and tips and make exercises:

Of course there are no strict or fast rules about how to write an informal letter and common sense dictates that someone may use whatever works best for him or her. However, there is a conventional way of going about it that will make all the difference if you apply it. Writing a great thank you letter is a dying art. In the past thank-you letters were considered important etiquette tools and sent immediately, yet today such letters are often viewed as obsolete. But they aren't! Anyone who has received a thank-you letter, be it for a business or personal matter, can tell you how much such letters mean and that those who send prompt thank-you letters are often those who are thought of most fondly – and reap future benefits for their efforts.



Thank-you notes or letters – another type of personal letter – are sent as a courtesy to thank someone for his or her thoughtfulness or kindness. After receiving a gift, flowers, or any other favor, sending a thank-you note lets the sender know you have received the gift, noticed the favor, or appreciated his or her kindness. Writing a thank you letter after a job interview is a must! In fact, some employers think less of those interviewees who fail to follow-up promptly. The thank-you note should be sent as soon as possible after receiving the gift or favor or after your interview (preferably within 24 hours).

Thank-you notes follow the same format as friendly letters and in general should be handwritten. Thank-you letters can be hard copy typed, handwritten or e-mailed. Hard copies are most formal and are always appropriate after an interview. Handwritten are more personal, and can be appropriate for brief notes to a variety of individuals you may have met during on on-site interview or who may have helped you in other ways. E-mail is appropriate when that has been your means of contact with the person you want to thank, or if your contact has expressed a preference for e-mail, or if you want to send a quick thank-you to be followed up by hard copy. You can certainly write e-mails to thank people, but it's still considered more "personal" to write a short letter by hand. Depending on

who will receive the letter, you may also use decorative note paper.

"Thank you" letters can be quite short, and fill one or two sides of A5 paper (one side of A5 paper is half the size of a sheet of A4 or office paper). You can write your address in the top left hand corner of the paper, but you don't need to write the recipient's address. You can also write the date under your address.

You normally start the letter "Dear..." followed by the name of the person you are writing to. In the first paragraph (which can be short), you should thank the person for the gift and say something complimentary about it, for example:



"Thank you for the book tokens. I'm looking forward to choosing a book with them."

"Thank you for the wall calendar. It will be very useful to me this year!"

"Thank you very much for the beautiful soaps. I'm looking forward to relaxing in a hot bath!"

"Thank you very much for the lovely photo frame. It will look very nice on my chest of drawers."

"Thank you very much for the elegant scarf you sent me. It's exactly what I need for special occasions."

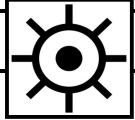
In the second paragraph, you can give general news about how you spent the holiday period or how you spent your birthday if you have received a birthday present. You could also show interest in the other person's holiday. For example: "We had a very quiet and relaxing Christmas at home. The kids ate too many chocolates as usual, so now we're all on a diet! I hope your Christmas was as good, and that you were able to relax for a few days."

In the third paragraph you can talk about more general family or personal news. In the final paragraph, you should thank the person again for their gift or favor, and give your wishes for the coming holiday or significant event if applicable. Then put your signature.



Have Fun! Lawyer Jokes!

Standard Lawyer Joke: "How can I ever thank you?" gushed a woman to Clarence Darrow, a lawyer, after he had solved her legal troubles. "My dear woman," Darrow replied, "ever since the Phoenicians invented money there has been only one answer to that question."



It is interesting to know: Interview Thank-you Letter Tips:

1. It is proper business etiquette to send thank you letters, but many people overlook this matter of courtesy. A thank you letter can make you stand out from the other candidates competing for jobs, and on this tight job market, it is wise to consider every



tool that will give you an advantage. To be effective, a thank you note should be sent before the hiring decision has been made. It is your opportunity to give the interviewer a chance to remember you; to mention any important information you forgot to discuss during the interview or to clear up any potential misunderstandings. You can redirect your marketing campaign by focusing on something that you have learned during the interview and re-emphasizing your strengths and skills. In the end, the thank you letter is your last chance to leave a good impression!

2. There are several situations that require a thank you letter: 1) after an employment interview; 2) when someone provides you with job search assistance such as referring you to an employer, providing a network contact, or speaking on your behalf to a prospective employer; 3) after an informational interview, company visit, or other career exploration activity

3. Try to follow these hints when writing thank you letters:

- 1) Keep your letters short and simple - usually one page is enough.
- 2) Help the interviewer remember you by referring to specific points discussed in your interview: show that you were listening and mention something that will refresh the interviewer's memory of you/
- 3) Be sure your letters are professional, for example: typed with no errors, on quality paper, etc.
- 4) Send your letter within one day - do not put it off!
- 5) Emphasize your qualifications, especially those that are most relevant to the position;
- 6) Provide any information that was overlooked during the interview or that which was specifically requested by the interviewer;
- 7) Express your continued interest and enthusiasm for the position;
- 8) Remember, very few people bother to send thank you letters – this can be your edge!





Exercise A. Below are two examples of thank-you letters. Read them carefully, analyze and compare. Answer my questions:



My questions to you:

1. Who is the sender of each of the letters?
2. Who is the recipient of each of the letters?
3. What is the main purpose of each of the letters?
4. What event has caused the necessity for writing the letter? Was it a pleasant occasion? Was it important?
5. How quick was the letter written after the event?
6. Does the letter fit the conventional layout and style of the thank-you letter? What is the general structure of a thank-you letter?
7. What are the targets (if any) of each of the letters? Would the senders achieve their own targets via the thank-you letters in question?



Letter 1:

The Smithson's
119 Wisconsin Road
Baltimore, MD
29414
August 12, 2010

Dear Jean and Rick,

I just wanted to write a note to thank you again for the wonderful visit we had with you. We are so grateful for your love and truly appreciate the time you spend with us and the kids. Being grandparents is a very special relationship and we are grateful that you care so much about our kids.

The seafood dinner was outstanding, Jean, and thank you, Rick for all of the help around the house. We hope that you enjoy your visits as much as we appreciate them. They really mean a lot to us!

So Jean and Rick, on behalf of everyone in my family I want to express my sincere thanks to you again for all that you did to assemble and entertain us during the holiday season. You really are the glue that holds our extended family together!

Sincerely yours,

Nina

Letter 2:

James Dalious
838 Marian Way
Chapel Hill, NC 27599

(919) 555-1959

Dr. Joan Nagle
Technical Design Group Director
Casey Engineering Systems Inc.
81796 Gunlock Road
Charlotte, NC 28235, Nov. 15, 2010

Dear Dr. Nagle:

I want to thank you very much for interviewing me yesterday for the associate engineer position. I enjoyed meeting you and learning more about your research and design work.

The interview strengthened my enthusiasm for the position and interest in working for Casey. I believe my education and cooperative education experiences fit nicely with the job requirements, and I'm certain I could make a significant contribution to the firm over time.

I would like to reiterate my strong interest in the position and in working with you and your staff. You provide the kind of opportunity I seek. Please feel free to call me at the telephone number listed above if I can provide you with any additional information.

Again, thank you for the interview and for your consideration.

Sincerely,

James Dalious (Handwrite signature)



Exercise B. Below are two examples of thank-you letters – written by different people for different purposes which were cut up into strips and all mixed for educational purposes. Find the parts of each of the letters and give it an original look:

Sample 1 – Informal thank-you letter:

With love and admiration,
John

Having helped Susan organize a few much smaller social gatherings over the years I know how much work is involved. I realize how much planning and preparation you must have to do each and every year so that the entire extended family and assorted friends and acquaintances have a happy and fun holiday celebration. It's amazing really, that you are able to do such a great job, year after year, in parallel with your other duties, both as a mom and an active volunteer worker!

I really want to thank you for all of the trouble you went to entertaining the entire family over the past holiday season.

The Rogers
255 Ditchburn Road
Charleston, SC
29414

I know that you organize these holiday gatherings because you enjoy doing it and you love to have everyone get together at your place. Nevertheless, I just want to make sure that you understand how much the rest of us appreciate everything you do to make these get-togethers happen.

So Joanne, on behalf of everyone I want to express my sincere thanks to you for all that you do to assemble and entertain us during the holiday season. You really are the glue that holds our extended family together!

Dear Joanne,

January 12, 2010

Sample 2 – More formal thank-you letter:

Once again, thank you for the opportunity to interview for a position with your company. I am excited about the prospect of working with such a dedicated team of professionals. If you request any additional information, please do not hesitate to contact me. Thank you for your time and consideration, and I look forward to hearing from you.

October 8, 1996

Ms. Janet Jones
Director of Research and Development
ACME Computer Company
1234 Central Avenue
Albany, NY 1220

I wanted to take this opportunity to thank you for interviewing me for the position of Senior Programmer in your Research and Development department. I enjoyed meeting with you, and I learned a great deal about the ACME Computer Company.

Sincerely,
Charlotte A. Leffen (handwritten signature)

Dear Ms. Jones:

Charlotte A. Leffen
100 Pine Street
Albany, NY 12200

This position sounds very interesting, and I am confident that my education and experience have provided me with the qualifications necessary to work effectively with your team. I am especially pleased to know that you use the Quadrini programming language, since I completed two courses in it, and I have used it extensively during my internship at General Electric.

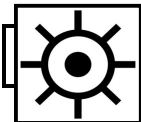


Exercise C. Below are some **Quick Do's and Don'ts** for writing in your thank-you letters. Choose what you think to be appropriate to the rules of good etiquette. Mark the correct answer by a tick:

Good manners are important both in our personal lives and in business. There are, however, some limits as to how far you should go in expressing your appreciation/ wording while saying "thank you" to people you write.

No	Expression, action or wording	Do	Don't
1	Send your letter within a reasonably short time
2	Saying thank you generally is sufficient
3	Encourage to take a desired action by thanking them
4	Include other news or requests
5	Better late than never but it's better never be late
6	Request for additional information or assistance
7	Send a thank you note for each gift
8	Name the gift/favor specifically and early in the note
9	Mail your card, note or letter right away
10	Handwrite your personalized card, note or letter
11	It's the right thing to thank people
12	Always lie about how you feel about the gift/ favor
13	Use the word "you" more than the word "I"
14	Express the significance of the gift or favor to you
15	Always let convenience interfere with sincerity
16	We want something else from the person we write to
17	A letter of appreciation can be sent to only one person
18	If you don't like the gift tell that directly
19	Mention the amount of a monetary gift specifically

20	Just e-mail if the gift is routine/ of no primary concern
21	Send a group thank you letter
22	Give a general compliment: everyone was so generous
23	Conclude with a goodwill statement
24	Thank in advance in your complimentary close
25	Building/reaffirming relationship is a primary objective
26	Write only if your feelings are positive
27	Never specifically compliment the sender
28	A belated note seems more sincere than a timely one



It is interesting to know: Business Thank You Note Examples:

Sometimes at work, a situation arises where you need to write a business thank you note but have no idea where to begin. There are people who have been in your shoes and already wrote the perfect notes for you to "borrow".



Thank You for the Raise / Salary Increase: Hi (Boss' Name), Just wanted to thank you for the pay increase. I enjoy working at (Company Name) and truly appreciate your confidence and support. Regards, ...

Thank You on Boss' Day: Dear Boss, Just wanted to let you know you're appreciated. Your leadership and ability to get things done are an inspiration to us all, and really help make this place the success that it is. Thank you for all that you do. We couldn't do it without you. Sincerely, ...

Thank You for the Bonus: Dear (Boss' Name), What a fantastic surprise I received in my paycheck last week! I so appreciate the bonus. It's always nice to be recognized when you put in a little extra work. I appreciate your making that happen. I enjoy working with the team here at Company (X) and look forward to more fun ahead! Sincerely, ...

Thank You for Lunch or Luncheon: Dear (Boss' name), I just wanted to thank you for the wonderful event you arranged. I truly enjoy working with this group, and the delicious lunch made me love my job even more! I know I speak for others when I say that I appreciated the thoughtful gesture and really had a great time. Thanks again! Sincerely, ...

Happy Boss's Day Celebration! Dear (Boss' name), the difference between a job and a career is the difference between forty and sixty hours a week (Robert Frost). Because you work hard...you deserve a break. We are taking you out for lunch! Date: Tuesday, October 20, 2011 Time: 11:30 Location: Olive Garden, Metro café. Sincerely, ...

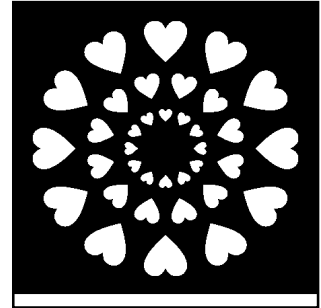


Text D. How to write Letters of Love

<http://www.writeexpress.com/How-to-write-a-love-letter.html> by Larry Barkdull

Read the given text and tips and make your exercises:

Maybe your heart is beating wildly or maybe it is broken. Either way, you wish you could say what you feel, but every time you try, you come up short. Welcome to the complicated world of love! Take comfort in knowing that poets and statesmen have struggled with the same question – "How do I write the perfect love letter?" Here are some simple guidelines that can help.



1. Presentation. Use beautiful stationery (a neutral, soft color, such as cream or white) and a flair pen with black or brown ink — no blues, greens or reds! Remember, your Love Letter is being written to someone special. Hand-written letters are best. This is personal – you are not writing a business letter!



2. Ambience. Go to a secluded place and put on soft, romantic music. A quiet room would be nice. Dim the lights. Stimulate a romantic mood.

3. Keepsake. Date your Love Letter (month, day, year). This is a letter that will be treasured and remembered. You can bet that it will be read over and over and safeguarded in a special place.

4. Greeting. Choose an endearing salutation. Don't be formal. Use your love's first name. For example: "My dearest Jennifer . . ." or "My darling Matt . . ."

5. Beginning. Start your Love Letter by telling your beloved your reasons for writing. For instance: "I have many sleepless nights trying to compose words that might adequately describe the feelings of my heart. But every time I have made the attempt, I have failed miserably. Please forgive my poor effort and accept a trite and simple phrase: I love you. I think I can say it no better than that..." Never insult your beloved's feelings or belittle yourself by saying something like: "I know you probably don't feel this way," or "You must think I'm crazy." If you are timid in your Love Letter, your attempt at conveying heartfelt words will fall flat and might be misunderstood.

6. Body. The body of the Love Letter should include reasons for why you fell in love. Here are some ideas:

- recall when you fell in love with him or her;
- explain how your life has changed for the better;
- describe how much you miss your love when you're apart;
- explain that you can't imagine life without him/her;
- list some of the many things you have in common;
- tell how wonderful and complete he or she makes you feel;
- recall some special moments you've shared together;
- mention times you've picked him or her out of a crowd;
- list qualities that set him or her apart from everyone else.

a) Avoid being casual, too light-hearted, or openly erotic. A Love Letter is a letter of respect that conveys deep, difficult-to-express feelings. Don't discount the impact of poetry in place of, or in addition to, your words. Maybe your beloved has a favorite author or poet. It will be seen as a compliment if you take the time to quote someone he or she admires. Be sure to give proper credit where it's due. Don't forget the Internet is a great place to find that poem or song you are trying to quote!

b) Be real. Your Love Letter should be a carefully crafted work of art, but it also needs to sound sincere. You want your Love Letter to make your beloved fall in love, not fall into laughter. Be confident as you express your emotions, dreams, and vulnerability.

7. Closing. End your Love Letter with carefully worded prose: "There, I have said it. I can rest now. And as I dream, I will dream of you." Make your closing upbeat and positive.

a) Valediction. Don't just end with: "Love, Eric." Even if you said, "All my love," it would be better. You become even more romantic by writing something like: "Dream of me, my love..." What you want is a simple, yet heartfelt goodbye: "With undying love," or "Forever yours." Remember, you may think this is too sappy, but your loved one will treasure each word. Be prepared to have it quoted to you in years to come.

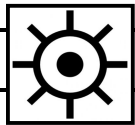
b) Insert. Include a special extra: petals from a flower, sprinkles of stars, a teabag of your favorite tea ...You get the idea. That little extra effort means you really put some thought (and heart) into this.

c) Neatness counts. Gently fold the Love Letter and place it in a neatly addressed envelope – hopefully, one that matches your stationary. The correct way is to fold a small stationery sheet (or sheets) in half with the text on the inside. Place the letter in the envelope with the crease at the bottom and the salutation facing the back. Handwrite the address on the envelope. Remember what your elementary teacher taught you about

penmanship – make sure your love is able to read your writing! Add a stamp that looks romantic – the Garden Bouquet stamps are nice – and affix it upside down. It is a custom that means, "I love you." Drop the letter in the mail. That's it! Expect an emotional response. And here's another tip: buy some breath mints – you'll need them!

d) Be expressive. Some popular words to use in your Love Letter:

angel, angelic, lover, giving, alluring, tempting, sensual, sensuality, seeing, tasting, touching, holding, caressing, memories, memorable, darling, gorgeous, absence, velvet, voyage, beautiful, vision, elation, blossoms, happy, kisses, innocent, passion, dreaming, delirious, temptation, complete, desire, content, embrace, rainbow, rose, adoring, stars, privileged, heart, etc.



It is interesting to know: Five Reasons to write a Love Letter:

Don't miss the chance to show your Love in words! Love letters are some of the most powerful and enduring mementos of affection and emotional connection that two people will share. They are intimate, private messages that put a physical touch to a sentimental journey.



1. It is like a touch, a physically intimate moment from you to your lover.

When your beloved is far away, there is a great comfort and connection in touching a piece of paper with your own hands, letting your scent briefly infuse it, letting your words decorate it, and then sending it off, to be touched and smelled and read by the one you adore.

2. It can bring voice to words you are otherwise voiceless to express.

Words you might feel can be shared, without shame or embarrassment, with your loved one. Emotions you may hesitate to say out loud can be written.

3. It can be creative, an expression of your own hand, your own art.

Whether you express that through graceful penmanship, or simply the act of choosing a piece of paper, your visual expressiveness is inherent in the mere act of taking paper out and making your mark.

4. It can carry more than love, you can also send along a little gift.

While not necessary, you can always include ephemera into the envelope – the little bits and pieces of your life – a leaf you found on the ground ... a few photos from your common adventures ...

5. Letters give you the distance to get to know each other. This sounds like a contradiction to the intimacy of a letter, but it's not. A love letter to a far-away lover is a way to connect, to touch, to feel.



Exercise A. Look at the metaphors on the left and match them with a direct meaning they indicate to or the original sense of a word:

It is very difficult sometimes to write about abstract emotions. Use a metaphor instead. A **metaphor** is a figure of speech in which a word or phrase that denotes a certain object or idea is applied to an object or action that it does not literally denote in order to imply a resemblance. The word comes from the Greek word "metapherein" meaning "transfer".

Metaphor example	Original sense of the word
1) to let the cat out of the bag	a) to illogically lump unconnected things together
2) a cat and dog existence	b) to work excessively long hours
3) a breath of fresh air	c) the principle that everything which can go wrong will go wrong
4) to be a cold fish	d) to be making excellent progress
5) since Adam was a boy	e) to be suspicious
6) to be alive and kicking	f) showing little courage
7) to be an angel	g) never
8) to add apples to oranges	h) to reveal an embarrassing secret
9) the apple of an eye	i) be quite unrealistic
10) to be babes in the wood	j) for a very long time
11) to be born with a silver spoon in one's mouth	k) to be the authority
12) to have a bird brain	l) a pleasant change from the past
13) to be a piece of cake	m) to be excessively naive
14) to burn the candle at both ends	n) it is easy
15) to be the bible	o) a life full of frequent squabbles
16) it's a breeze	p) to be brought up by wealthy parents
17) chicken-hearted	q) to be in good form
18) a cold day in hell	r) to be very easy or difficult to one's choice
19) a dinosaur	s) to be an unemotional person
20) to be no bed of roses	t) a person of whom another person is proud
21) to be fishy	u) to spread one's risks
22) to be in top gear	v) to be very helpful
23) Murphy's law	w) a person seeking to exercise control
24) to chase rainbows	x) to be stupid
25) not to put all one's eggs in one basket	y) a person with incredibly outmoded ideas
26) a backseat driver	z) to be difficult or uncomfortable



Exercise B. Love Metaphors - Love is... Match the metaphor on the left with its original sense on the right:

A metaphor of love – is a conventional metaphor in English in which love is represented as an unrelated thing, state or event.

Metaphor example	Original sense of the word
1) a nutrient	a) represents the amount of love
2) a journey	b) to forget wisdom /common sense
3) a unity of parts	c) every broken heart is trying to score
4) a bond	d) making love out of nothing at all
5) a fluid in a container	e) leaves no choice or responsibility
6) is fire	f) never take love for granted; risks
7) a magic	g) essential to life as water
8) a natural force	h) to be completely ruled by love
9) a physical force	i) highlights love as a magical force
10) a hidden-object	j) love deepens to mature relations
11) an opponent	k) lack of control of the intensity of love
12) a captive animal	l) love could be either bitter of sweet
13) war	m) an enemy in a fight over feelings
14) a social superior	n) reflects physical-spiritual unity
15) rapture/a high	o) to the satisfaction of both
16) a thrill ride	p) to lose control over the feelings 100%
17) a fine wine	q) needs permanent taking care of
18) a garden	r) search for love in the wrong places
19) a battlefield	s) love always needs help to better grow
20) the air	t) causes/ damages due to the intensity
21) an experiment	u) relations get better with age
22) like an adventure	v) love comes suddenly/ unexpectedly
23) a fragile flower opening to the warmth of spring	w) love is never meant to be easy and without any problems
24) a lemon	x) it brings new experience and sorrow



Exercise C. Read the letter of Love and answer my questions. Write your own letter of Love (real or imaginative) as a reply:



My questions to you:

1. Who is the sender of the letter?
2. Who is the recipient of the letter?



3. What are the reasons for writing this letter?
4. What were the reasons of Tim`s falling in love?
5. Does the letter sound sincere?
6. Does the letter reflect real emotions?
7. Does the letter fit the conventional layout and style of a letter of Love?
8. Should a letter of Love have any structure at all? What should it generally contain?
9. Does Tim`s letter have any layout?
10. What special lovely words and styles does Tim use in his message?
11. Are there any targets in Tim`s letter of Love?



Good morning Sweetheart!!

Tammy, I adore you!! You are the most wonderful woman. You make me feel loved and worthy of love. I have missed much in life because I did not have a companion. You are the companion that I have wanted for so long. You are the woman that I long to share life's adventures with. You are the friend that I can share my innermost secrets with. You are a loving and supportive friend to me. I strive to be a loving and supportive friend to you. I long to help you carry life's burdens and lovingly encourage you as you stretch out to be all that you can be. I love to sit across the couch from you. I love to share the intimacy of talking from my heart. I feel that I have had so much love to give and that it has been bottled up inside me for so very long. No one has been interested in opening the bottle and seeing what was inside. You have not only been willing and interested in opening the bottle, but you have joyfully been surrounded and enveloped in the love that flows from my heart. You inspire and fully embrace the romantic man inside me. You are the woman that welcomes me with a big, warm smile with your arms outstretched. You are the woman that loves and longs for my warm hugs. You look at me with eyes full of love when I touch your face and look into your beautiful eyes. You warmly welcome my loving kiss.

You are the woman that I long to love until the end of my days.

I love you, Tim

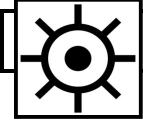
P.S. I awoke early this morning with my sweetheart on my mind. I wrote you this romantic love letter and e-mailed it to you so you would have it before you left for work. I thought receiving a romantic first thing in the morning would help start your day off right!



Exercise D. Below are some **Quick Do's and Don'ts** for writing your letters of Love. Choose what you think to be appropriate to the rules of good etiquette. Mark the correct answer by a tick:

Whether you are corresponding through e-mail, website or regular snail mail, there are common rules to any kind of communication: what you should and shouldn't mention even while sharing your words of love.

Nº	Expression, action or wording	Do	Don't
1	Cause your partner not to trust you writing fake stories
2	Make your letters long and boring to death
3	Write directly how you dislike her/his family members
4	Ask her/him to send you frank photos of her/his friends
5	Make a list of priorities on criteria of your partner
6	Ask intimate questions, talk about sexuality
7	Tell her/him how you feel about her/him
8	Point out what you liked about her/him as a partner
9	Send postcards, small gifts, unusual letters, poems, etc.
10	Make your communication exciting and memorable
11	Show your financial stability
12	Use too strong emotional words so as to affect
13	Send frank photos of yourself in your first letter
14	Make your communication special and unique
15	Use the word "I" more often than "you" or "we"
16	Be realistic in your expectations
17	Share excessive details about previous love affairs
18	Share your expectations of your partner for life
19	Provide clarity for both of you as for your relationship
20	Emphasize that only good look matters to you
21	Mention that you are not looking for serious relations
22	Ask questions about her/his life, show interest
23	Emphasize her/his human qualities, brains, etc.
24	Talk about common interests
25	Be honest and do not write lies about yourself
26	Brag about your wealth to impress deeply
27	Compliment her/his character
28	Go overboard with compliments
29	Always compare her/him with your exs
30	Talk about things that are important only for you
31	Write sensitive and personal things
32	Regret you can't move on from your ex relationships
33	Maintain your relations only via mail, no eye contact
34	Try to be endearing and sweet
35	Heart-shaped letters are better than chocolates and diamonds



It is interesting to know: Some More Facts About Love:



1. Love can exert the same stress on your body as a deep fear. You see the same physiological responses – sweaty palms and increased heart beating rate.
2. Brain scans show that people who view photos of a beloved experience an activation of the caudate nucleus – the part of the brain involving cravings (strong/uncontrollable want).
3. Two-thirds of people report that they fall in love with someone they've known for some time vs. someone that they have just met.
4. There's a reason why office romances occur: The single biggest predictor of love is proximity (the state or quality of being near).
5. Men who kiss their wives in the morning live five years longer than those who don't.
6. 65% of people are more likely to tilt (move into a sloping position) their heads to the right when kissing instead of the left.



Have Fun! Lawyer Jokes!

A Marine stationed in Afghanistan received a "Dear John" Letter from his girlfriend back home. It read as follows: "Dear Ricky, I can no longer continue our relationship. The distance between us is just too great. I must admit that I have cheated on you twice since you've been gone, and it's not fair to either of us. I'm sorry. Please return the picture of me that I sent to you. Love, Becky." The Marine, with hurt feelings, asked his fellow Marines for any snapshots they could spare of their girlfriends, sisters, ex-girlfriends, aunts, cousins, etc. In addition to the picture of Becky, Ricky included all the other pictures of the pretty girls he had collected from his buddies. There were 57 photos in that envelope along with this note: "Dear Becky, I'm so sorry, but I can't quite remember who the hell you are. Please take your picture from the pile, and send the rest back to me."

Mrs. Smith told me how she ended up marrying Mr. Smith. She was in her 20s, and the man she was dating left for war. "We were in love," she recalled, "and wrote to each other every week. It was during that time that I discovered how wonderful Mr. Smith was." "Did you marry Mr. Smith immediately when he came back home from the war?" I asked. "Oh, I didn't marry the man who wrote the letters. Mr. Smith was the mailman."



Text E. How to Write Effective Congratulations

Read the given text and tips and make your exercises:

Congratulations letters – are written by someone to wish a person all the best on the latter's success – academic, professional, or personal achievement. These letters convey your good wishes and show your acknowledgment of the recipient's feat. Congratulation letter incorporates the expression



of joy and excitement. This letter is written to convey the best wishes and blessings on the occasion of delightful occasions. Such letters enhance the strength of relations. The format varies for official and personal letters.

Every human being quite often is obliged to congratulate someone close to him or someone not so close as well. In this "age of mobile phones and Personal computers" people use the easy way of telephoning or even easier sometimes: they simply SMS or e-mail their congratulations. We have forgotten the art of writing letters. Yet, a few remain with the joyful chore for writing letters of congratulation. You may write such a congratulation letter to a senior person (senior by age or status), peer (friend, colleague, or a relative of your age group) or a junior (by age or status). Congratulations can be written personally to friends on their anniversaries, convocation day, birthdays and marriages etc. One can write these letters to colleagues and seniors on the retirement and promotion. A letter full of enthusiasm and cheers means a lot to the receiver. Motivational content of the letter always leads to success and peace in recipient's life. You should be formal and careful with your language in the first case. However, you can adopt a humorous line taking liberties with a particularly close friend or relative. You may lecture or pontificate to a junior person while congratulating him or her.

One can write a congratulations letter on many occasions:

- For securing good marks or admission to a prestigious institute.
- For receiving any award or title.
- For a new job or promotion.
- During an engagement, wedding, or birth of a child.
- For opening of a new store, or business, etc.

Pay attention to the following elements to generate cheerful content out of congratulation letter:

- Mention the Name, Address of the Recipient. In official letters, write the Position and Company name.
- Address the concerned person properly.
- Body of the congratulation should include: cheers and heartiest best wishes on the occasion of happiness and joy.
- Complete the letter by wishing again and pay thanks and regards.
- Mention the Sender's Name, Address or designation and Organization Address below the name.



There are many ways to express congratulations other than or with the letter! Cards are the classic way of telling someone congratulations. Cards can be as fancy or as simple as you feel necessary. They can be expensive or rather low cost. Cards can be funny or serious. Cards give you a lot of options about the way that you say congratulations. Single flowers are not as versatile but they are more meaningful. Flowers are very appropriate for those large accomplishments in ones life, like graduation or a new baby. Flowers are especially effective among females. If you want to really say congratulations say it with flowers. A gift is another great way to say congratulations. Gifts can be tailored to the person who is receiving the congratulations. The can be big or small, expensive or



inexpensive; making them a versatile way to say congratulations. Just remember to put some thought into the gift. It does have to be expensive, just creative. These are just a few of the ways to say congratulations. You can be either extravagant or simple – just as you like. There are a few general guidelines that will help you when trying to figure out how to say congratulations. 1) Be creative. Find new ways to say congratulations. 2) Make it meaningful. The trick to this is to say congratulations in a way that is appropriate to the time and event in the life of your recipient. 3) Make it personal. If you decide to say congratulations say it in a way so that the person knows that you really are happy for him!

- Hats off to u! You were simply superb! Congrats!
- Sending you a JUMBO-SIZED Congratulations! You did it!
- You did it! Amazing! Above the rest! Awesome! A+ Congrats!
- You've graduated... Its' time for you to: Live it up! To smile!



Take a bow! And time for me to say... Congrats! Way to go and WOW!



Exercise A. First examine the Letter –of – Congratulation – Template –Structure. Then read seven (7) sample letters given below and answer my questions to you:

This is a Congratulation Letter Template Structure:

- 1) Date (in the following format: dd/mm/yyyy)
- 2) Address of the Recipient
- 3) Salutation (You can use Dear) Name of Recipient
- 4) In the first paragraph, congratulate the person and mention for what you are congratulating him or her. Do not forget to mention on whose behalf you are congratulating him or her. Keep the tone friendly.
- 5) In the second paragraph, praise the person for his/her achievement. Give him/her some encouraging words or two.
- 6) Best Wishes,
- 7) Your Signature
- 8) Your Name
- 9) Your Designation (if an official letter)
- 10) Your Company Name (if an official letter)



My questions to you:

1. Who is the sender of each of the letters?
2. Who is the recipient of each of the letters?
3. What are the reasons for writing each of the letters?
4. What is the happy or other event in each case?
5. Does each of the senders sound sincere?
6. Do the letters reflect real emotions and joy?
6. Does each of the letters fit the conventional layout and style of a letter of Congratulation?
7. What is the general layout or structure of any letter of Congratulation?
8. What special words and styles does each of the senders use in their letters? Are the letters formal or informal? Which of the given letters is the most formal one?
9. Does any of the senders include any negative comments or describe unpleasant incidents in their letters?
10. Which of the congratulations did you like best?
11. Has the letter-writing etiquette been observed by the senders?



Sample Letter 1:

May 12, 2010
Peter Knowles
234 Ashton Avenue,
Washington DC 1234

Dear Peter,

Congratulations for your major achievement! We, here at Brandon Company just heard about you getting the 'Best Employee Award 2010'. On the behalf of the entire Brandon Company, I would like to congratulate you for your achievement.

We were not surprised to hear about your achievement, and even though we are from the competing companies, we are extremely pleased with your success.

Congratulations once again and may you keep up the good work.

Best Wishes,

Ralph Greene

Managing Director, Brandon Company

Sample Letter 2:

Dear Mr. Pricy,

Congratulations on the opening of your new gallery.

We know that every business requires a good bookkeeping system, and have developed complete programs for businesses of all sizes. While some systems are more extensive than others, they all have a mutual goal; to minimize paperwork, conserve time spent on bookkeeping, and provide a simple format,

Best Wishes,

Signature // Name// Designation//Company Name

Sample Letter 3:

Dear Sir:

It is my pleasure to congratulate you on your election as the Member of the Local Administration in our constituency. While your election was a foregone conclusion, the spectacular margin of your victory speaks volumes of your popularity. It is gratifying that a professional like you has decided to take to politics as politics needs dedicated service and oriented persons who are untainted. We look forward to see your tireless energies directed towards mitigating the problems plaguing this constituency

With best regards,

Your neighbor,

Ann Taylo

Sample Letter 4:

Dear Ray:

Many congratulations to you for securing admission to the prestigious Cambridge University. All my best wishes and prayers are with you as you embark on your most significant journey en route to a successful future. Your hard work and perseverance have paid you well deserved, rich dividends. At this moment of great happiness, let me sound a word of caution. You are suddenly tossed into a premier section of society. You will be in the midst of highly intelligent youngsters hailing from different sections of society. Do not be distracted by many temptations that will come your way. Stick to your agenda and work tirelessly to achieve your set goals.

With best wishes,

Yours truly, Anthony Wilson

Sample Letter 5:

Dear Mike:

Many congratulations on the birth of a healthy baby. Now you must start behaving responsibly. I am very anxious to see the baby as I am curious to know whom she resembles, you or Lesley. I hope she inherits your beauty or brains or both!!! Seriously, I wish her all the best. Many congratulations to the proud parents!!!

Your dearest friend, Lucy

Sample Letter 6:

Dear Mr. Wilde,

As the new owners of PWR (establishment name), please accept our congratulations and very best wishes for your success.

XXT (name of company) is a well established supplier of ... (products). We have enclosed a price list for your review, but would like to add that there are specific quantity discounts that are available.

Best Wishes,

Signature // Name// Designation//Company Name

Sample Letter 7:

Dear uncle James:

Please accept my heartfelt and respectful congratulations on your well deserved promotion as a high court judge. As budding lawyer waiting to follow in your footsteps, this is a great opportunity to learn from you as you discharge your duties from the other side of the bar.

Your loving nephew Tim



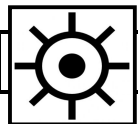
Exercise B. Look at the list of the words and expressions in the left column and mark them as **YES** or **NO** to distinguish those which will suit the wording demands of Congratulations and those which will not. Mind the style and general tone to fit the needs:

No	Words and expressions	Yes	No
1	Let the Easter spirit shine upon you and light your days with happiness.
2	Poor Mary! Welcome to your First Baby!
3	Roses are Red and so is your face! Happy Valentine!
4	I'm sending this card for the reason of pure politeness.
5	Don't Hurry Up to Get Better ~ Doctor's Orders!
6	Hold memories as well as hopes for future years with much more dreams to come true!
7	Congratulations on a great accomplishment!
8	Have a frightfully good Holiday season!
9	Just a little wish that you will survive after your Birthday!
10	All right, you did it! Congratulations!
11	May all the good things in life abound all year round!
12	My congrats on the New Year, though I cannot forecast what the New Year will bring to you. Have fun!
13	Are you wondering why I sent you this card?
14	You're another year old today! Our thoughts are with you during your time of sorrow. Happy Birthday!
15	Finally! You retired! Congratulations!
16	Much love, health and happiness in your life together!
17	What else can I say but, "Life is full of troubles"!
18	Put another candle on your birthday cake, you're another year old today! Let it burn out as your miserable life did!
19	Congratulations, you deserve all the best way to retire!
20	May peace and happiness be with you on your Birthday!
21	Life is so nice so I can't imagine sharing it even with you!
22	I wish you to finally improve your Health if possible!
23	After all those fake years of friendship, you're still regarded as my best friend. Happy Anniversary!
24	Wishing you the craziest Holidays ever!
25	Wishing two wonderful people a happy life together for at least two months, Congratulations!



Supplementary exercises: Master your writing skills! Choose any of the topics given below and write a Congratulation to your friend, co-worker, the boss or a family member. Mind the layout, style and vocabulary you use:

1. Write a message of congratulation for a wedding of your nephew.
2. Write a letter of congratulations to an employee of the law-firm where you are the big boss (on his or her Birthday).
3. Write a letter of congratulations to your friends on the arrival of their newly born baby.
4. Write a congratulation letter to your uncle on his recovery from a serious illness.
5. Write a congratulation letter to your parents on their Happy 25th Wedding Anniversary.
6. Write a congratulation letter to your brother who got a promotion (promoted position).
7. Write congratulation letter to newly married couple of your neighbors.
8. Write a Letter of Congratulation to a Political Winner.
9. Write a Letter of Congratulation to your grandfather on his retirement.
10. Write a Letter of Congratulation to your sister on her graduation from the College.



It is interesting to know: Congratulations Letter Tips:

<http://www.buzzle.com/articles/congratulations-letter-example.html>

1. Write and send the letter immediately after the occasion/event has taken place. Don't wait too long for sending across your wishes as the novelty wears off.
2. If you send it later, it might not seem genuine, or which is worse – will look as an afterthought.
3. Be sincere while writing the letter. You must genuinely be happy for the person. If you're not, then it will be definitely shown in the letter.



4. So now when you're genuinely happy for the person, begin writing your congratulatory letter with the reason for congratulations and the happy occasion directly.
5. Use words of praise and joy, shower your praise and approval of the recipient's accomplishment but don't overdo it, because the reader might misjudge your intentions.
6. Showering excess praise in a professional letter of congratulations may

come across as fake and as if you have an ulterior motive. Or it may seem to be sarcastic or even mocking to the reader.

7. Keep it short, sweet, simple and concise and don't make it unnecessary long with flowery language.

8. Use the appropriate greetings and salutations while writing a professional letter. After all, it is a form of business communication.

9. Depending on the occasion you can vary the tone of the letter, making it formal or informal, funny or creative, but the general tone should be that of sending some positive wishes.

10. While writing a congratulations letter, it is important to remember that you should not include any negative comments or describe incidents.

11. Make sure the letter is grammatically correct and follows the right structure, spelling and punctuation, especially in formal congratulations.

12. Last, but definitely not the least, use good stationery! Right from the choice of paper to the ink, everything will show whether you really mean the congratulations or not.

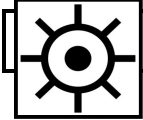


Have Fun! Lawyer Jokes!

When my co-worker Donna was promoted, we decided to celebrate. The boss called the baker and ordered a cake. "Two questions," said the baker. "Is Donna a man or a woman? And what do you want the cake to say?" "The cake should read 'Congratulations'" the boss said. "Oh, and Donna's a woman." The next day, the office celebrated with a cake that read "Congratulations – Donna is a woman".

On my birthday I got a really funny card from a friend. It joked about how our bodies might be getting older, but our minds were still "tarp as shacks." I wanted to thank the friend who sent the card, but I couldn't. She forgot to sign it.

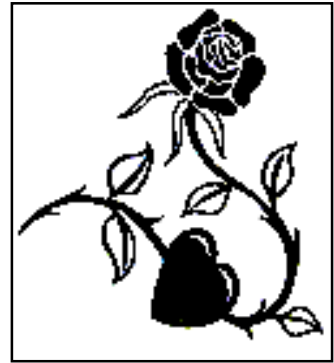
A new business was opening and one of the owner's friends sent flowers for the occasion. They arrived at the new business site and the owner read the card. It said, "Rest in Peace". The owner told the friend that had sent them and the friend called the florist to complain. After he told the florist of the obvious mistake and how angry he was, the florist said, "Sir I am really sorry for the mistake", and added, "boy we are in trouble with some funeral home. Imagine-somewhere there is a funeral-taking place today, and they have flowers with your card saying, "Congratulations on your new location".



It is interesting to know: 20 Ways to Say Congratulations:

<http://hubpages.com/hub/20-Ways-to-Say-Congratulations>

There are so many different things in life that people are proud of. They are proud of their graduation from different levels of education. They are proud of their marriages and the births of their children. They are proud about getting new jobs or moving to a location where they've always wanted to live. Whenever someone we know experiences one of those moments of pride, it's up to us to tell them "congratulations".



What you may not realize is that there are actually lots of ways that we can say congratulations to people on these different occasions.

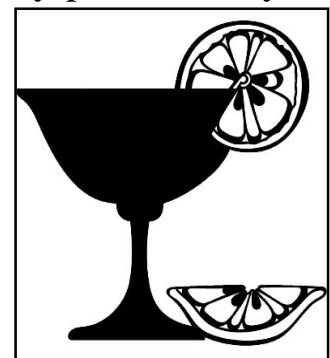
Have a look at 20 ways to say congratulations:

1. Give them a pat on the back. This is the most stereotypical way to give your congrats to someone but it's still one of the best. Give them a hug and a pat on the back. Say "Congratulations". This is practically a universal way of letting them know that you're happy for them.

2. Send a congratulations card. There are greeting cards available for every occasion and that includes all of the occasions that there are to give someone congratulations. You can find a card relevant to the event (such as a graduation card) or use a general congratulations card to let someone know that you're proud for them.

3. Send flowers. A lot of people really enjoy receiving flowers. You can send them for any occasion but it's so much better to get them as a congratulations gift than to get them for some of the other reasons (such as "get well") that people send flowers.

4. Write a letter about their accomplishments. A really personal way to express your congratulations is to write a letter describing why you're proud of the person's accomplishments. A letter about why someone is going to make a great spouse is a good gift for a wedding congratulations and a letter about someone's great job skills is suitable when someone gets a new job.



5. Buy them a round. If you're taking everyone out to celebrate something then share your congratulations about the occasion by buying a round of drinks for everyone at the table.

6. Give a celebratory toast. You may not be able to afford a round of drinks for everyone but you can certainly rise up your own glass and offer a toast. Let the whole room know why you're giving your congratulations to someone else.



7. Give them a congratulations gift. There are a lot of gifts out there that are specifically designed to offer congratulations for different occasions. There's nothing wrong with getting a gift that already says what you want to say. Balloons, teddy bears, picture frames and personalized office supplies are all examples of these gifts.

8. Give them money or a gift card. If the person that you want to congratulate is a family member then it's often appropriate to congratulate them with a bit of cash.

9. Take them shopping for something they need now. If you don't like the idea of giving money then make a day of it and take them shopping. Someone who just got a new job may need a new tie; someone with a new baby needs diapers.

10. Bake something for them. The way towards many people's hearts is through their stomachs. Bake a treat for someone and send it over to them as a congratulations present.



11. Write a poem or song. Celebrate your own creative energy while offering congratulations to someone else. People often love receiving this kind of congratulations because it's so unique from what you usually get.

12. Create a scrapbook for them. Another creative thing that you can do to celebrate someone's proud accomplishments is to get it down in pictures.



Create a scrapbook that highlights all of the important moments leading up to the reason that you're congratulating someone. For example, a scrapbook of great high school memories is a good gift to congratulate someone who is about to graduate from high school.

13. Make a home video. Yet another creative option is to make a home video that shows off the accomplishments that are being celebrated. Get as many friends and family members (or co-workers) as possible to speak on the video and then give it to the recipient with your

congratulations.

14. See if you can help each other out. Sometimes the best way to congratulate someone is to see if there's something they can do for you. Sounds crazy doesn't it? But it's not. A good example is when someone starts a new job. You can say your congratulations by becoming one of their first clients. Everyone wins!



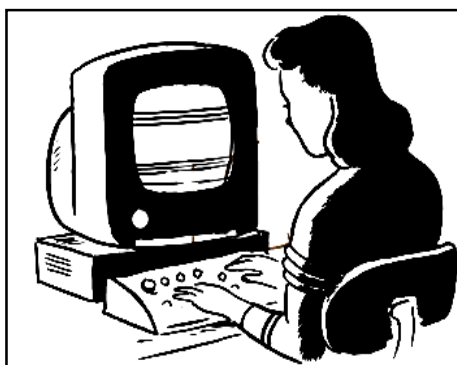
15. Offer your advice. Another thing that we can do is to offer advice about our own experiences. For example, we can give high school graduate tips about college or we can offer marriage suggestions to a newly married couple. Of course, we should go poking around too much in other people's business but if we do this appropriately it can be a great way of offering our congratulations. It's almost like initiating someone into a life experience that you've already had.

16. Spread the word. One thing that we don't do enough is telling others how proud we are of someone. Spread the word about the reason that you're interested in giving congratulations to someone and that's a gift in and of it.

17. Donate to a charity. You can make a donation to a charity in someone else's name. Let them know that you did this as a way to congratulate them. The charity should be relevant to the celebration. For example, you may donate to a school program to celebrate someone who has just graduated from college.

18. Simply say congratulations. Some occasions don't call for a big to-do. Simply saying congratulations is acceptable at these times. If you want to get fancy then you can learn to say congratulations in another language.

19. E-mails and text messages. In some cases, it's even appropriate to send your congratulations through e-mail, text messages or social networking sites. Use your common sense to determine if this is a smart thing to do or not.



20. Be there to help with the change. Any cause for congratulations usually means that change is afoot – school is ending or a marriage is beginning, for example. You may not have to say anything at all but rather can express your congratulations by being there to help with the change as it happens.



Text F. How to Write and Accept Invitations

<http://www.letterwritingguide.com/invitation.htm>

Read the given text and tips and make your exercises:

An invitation letter serves the purpose of inviting a guest to a party, an event or a celebration while conveying more information than a traditional invitations card. It serves two purposes: first, to invite the individual to the event and second, to ensure that the person receiving the letter is going to attend. There are two tenses used within the invitation letter, the present and the future. The present tense conveys information about the event and the future tense ensures the guest is going to attend. There are two classifications of invitations: formal and informal.



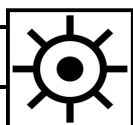
A business invitation letter is a formal way to invite peers and clients to events which are being hosted by the company and are one of the most popular ways of inviting guests. The formal invitation arrives by post and can be in the form of a letter or a printed invitation. These can also include weddings, parties and other major events. The professional invitation should be written in a formal tone, even when being sent to friends and family members, if the letter is also being sent to professional contacts.

Formal invitations have set rules. If the invitation only requests the presence of one named person, only one person is invited. You may call the hostess and ask if you may bring a guest, but do not bring a guest without consent. If two or more are invited, the invitation will state the other person's name or "and guest" or "and Family" remark.

The introduction of a letter allows the host and sender to introduce themselves, as well as the organization which they have chosen to represent. A simple background of the individual or company will suffice in this section of the letter. Next, in the body of the letter it is important to outline all of the information about the event. The date and time should be included as well as the theme and purpose of the event. At this point, a date should be mentioned in which guests should provide their reply by, and it may also contain any information regarding special roles played at the event, attire and items required for the guest to bring. Be sure to mention any specifications about dress code in the invitation letter. Next, in one sentence, the appreciation for the guest to attend the party should be shown.

This can be completed with a formal note, stating that you look forward to seeing the individual at the event. Remember, this needs to keep in tone with the rest of the letter. The conclusion should contain the sign off and a line that ties the complete letter together, drawing the end of the invitation, with a salutation and a signature.

A friendly invitation letter is similar to a business letter but contains less formal speech and can make nuances with memories that may be shared with the guests whom are being invited to the occasion. Friendly invitation letters are used for a variety of reasons from engagement parties and showers to wedding invitations. They can also be used for personal parties and showers as well as housewarming get together. Personal invitation letters should be signed with a less formal sign off, such as; yours sincerely, best, or sincerely. Informal invitations may arrive by phone, in person, in the form of a letter or by e-mail. Invitation letters are used as an alternative to traditional invitations. They allow the host to convey different messages through the tone of the letter. Invitation letters allow the host to convey additional information that what is traditionally shared in an invitation card. Memories can be shared with close friends and family members that bring about memories of past events. When sending an invitation letter, be sure to edit it completely, ensuring there is no punctuation, grammatical or spelling errors before the letter is sent to potential guests. Using these techniques, you should be able to create personal and professional invitation letters with ease.



It is interesting to know: Writing and accepting invitations:

<http://www.writeexpress.com/invitation.htm>

How to write a warm and friendly invitation letter?

1. The tone of an invitation should be always positive, in anticipation of a pleasurable occasion. Picture your guests smiling when they read your letter of invitation. Clever phrasing, poetry or a themed approach may be appropriate for an informal occasion, but you should express the details clearly.

2. Extend the invitation, naming the event and including the date, time, and place. If the event has a special purpose, such as celebrating an anniversary, etc., state this.

3. Indicate if a gift is not expected if the event is a retirement, an anniversary, or a reception. If a gift is welcome, it is usually best to say



nothing, except in the case of bridal or baby showers.

4. Indicate the appropriate dress, if there is any reason for question.

5. Express anticipation.

6. Ask for a response by a specific date.

7. Try to send your invitation letter two weeks or more in advance.

Be sure your invitation letter includes: 1) the name of the person sponsoring the event (who is the host/hostess?); 2) exactly who is invited (can someone bring a guest, spouse, child?); 3) what type of social event is being held? 4) the date, address, and time of the event; 5) directions or a simple map if the location may be difficult to find; 6) what type of dress is appropriate or preferred? 7) the phone number and deadline to reply; precede these facts with "RSVP" (French abbreviation for "please reply").

If you must decline to accept an offer, invitation, or gift, you should: 1) be gracious, whatever the reason is that you must decline; 2) thank the person for the invitation, offer, gift, suggestion, etc.; 3) state clearly that you are unable to accept; 4) briefly state the reason that you are unable to accept, if desired; 5) in closing, restate your appreciation for the person's consideration.



Exercise A. First examine the semi-formal Invitation given below and the forms to accept and decline it. Write your own invitation to your birthday party in a semi-formal format addressed to your cousin's family. Fancy how they would accept or decline it:

Semi-formal Invitation Example:

Mr. and Mrs. John C Smith request the pleasure of the company of Mr. James K. Brown & Guest at a small holiday dance party on Monday, the 23rd (twenty-third) of December 2010 from 7 (seven) o'clock in the evening until 11 (eleven) o'clock night at 5555 Wilshire Road.

Semi-Formal Holiday attire

R.S.V.P., 5555 Wilshire Road, Los Angeles, CA 90039

To accept, the following should be written and mailed to the address indicated (including the guests name if it was not stated in the invitation):

Mr. James K Brown and Miss Jennifer Jacobs accept with pleasure the invitation of Mr. and Mrs. John C. Smith to a small holiday dance party on Monday, the twenty-third of December at seven o'clock.

Declining when two people are named in the invitation and one cannot make the engagement: Always give the good news first and the bad news second:

Mr. James K. Brown accepts with pleasure the kind invitation of Mr. and Mrs. John C. Smith to a small holiday dance party on Monday, the twenty-third of December at seven o'clock.

Miss Jennifer Jacobs regrets that she will be unable to attend due to absence from the city (a previous engagement or professional obligations)

Regretting when both cannot attend:

Mr. James K Brown and Miss Jennifer Jacobs regret that owing to an absence from the city they are unable to accept the kind invitation of Mr. and Mrs. John C. Smith for holiday dance party on Monday, the twenty-third of December.



Important Issues –

Invitation and the General Rules of Thumb:

1. If accepting an invitation involves travel, the invitation needs to be made within a certain time frame to be considerate.

2. If you are receiving invitation close to the holidays that requires travel, even with close relatives you have no obligation to accept, nor should you feel any guilt for declining.

3. If it requires long distance travel by plane, train or bus all invitations should be made a minimum of 4 months in advance and accepted or declined within ten days of the offer.

4. If it requires traveling by car and overnight accommodations all invitations must be at least 2 months in advance and accepted or declined within ten days of the offer.

5. If it requires cross-town travel (1 or more hours), invitations must be 3 weeks in advance and accepted or declined within 10 days of the event.

6. If no travel is required, invitations should be within seven days of the event and accepted or declined at least 72 hours before the event.

7. In the real world most people have relatives or friends of relatives they prefer not to spend time with. For such occasions simply make an appearance and come up with some reason to leave. Some favorites are: the



emergency phone call from the baby-sitter, boyfriend, parent, or sister, etc.

8. Some escapes are for the events you must attend for politically correct reasons like company parties, which you have but would prefer not to be at. Using any of the excuses in the formal declines is also quite effective.



9. What about not wanting to go because certain persons are there such as alcoholics, addicts, abusers and other problem people? This is where honesty may be your best policy. It will require you be assertive.

Tell the hostess exactly why you are declining the invitation. This does two things: firstly, it protects you and makes it exactly very clear what the problem is and, secondly, it also gives the other person the ammunition they need to begin cutting through their own denial. Your taking a stand says you will not be a party to enabling the outrageous behavior any longer.

10) Be specific about who and what the problem is. Then tell the person what will need to happen for you to accept an invitation in the future.



Have Fun! Lawyer Jokes!

Scientists were invited to a ball. Some of their reactions:

Pierre and Marie Curie – were radiating enthusiasm.

Einstein – thought it would be relatively easy to attend.

Volta – was electrified.

Ampere – was worried he wasn't up to current research.

Ohm – resisted the idea at first.

Boyle – said he was under too much pressure.

Edison – thought it would be an illuminating experience.

Watt – reckoned it would be a good way to let off steam.

Morse – replied: "I'll be there on the dot. Can't stop now – must dash."

Hertz – said in the future he planned to attend with greater frequency.

Darwin – said he'd have to see what evolved.

Mendeleev – said he'd put some things together and see what came out.

It was a Graduation day and Mom was trying to take a picture of their son in a cap and gown, posed with his father. "Let's try to make this look natural", she said. "Junior, put your arm around your dad's shoulder." The father answered, "If you want it to look natural, Mom, why not have him put his hand into my pocket?"



Exercise B. Mark the expressions on the left as **Formal/ Informal** to distinguish those which suit the wording demands of formal/ informal Invitations, accept/decline forms. Mind the style and tone:

№	Words and Expressions	F	I
1	"Mr. and Mrs. Jones request the pleasure of (name's) company to celebrate the wedding of their daughter Rebecca."
2	Our good friend Jerry is turning the big 5-0! We're throwing a party, and you're invited to show.
3	"Please come to our party on..."
4	"Thanks for your invitation. I'd love to come."
5	"We would be delighted if you could attend the opening ceremony of..."
6	"Please respond on or before (Date)"
7	"I'm having a birthday pajama party Come on, lets celebrate!"
8	"Can you make a meeting at 3pm..."
9	"Wishing you every success with the (name of event)."
10	"We would consider it a blessing if you could be present at the marriage of our son Tommy and Lesley Smith..."
11	"Thank you for your invitation to the opening ceremony."
12	"Welcome aboard."
13	"I'm sorry, but I'm not going to be able to make it on..."
14	"Would you like to come to dinner on...?"
15	"Mom can't wait to share her joys, while Dad - his toys."
16	"Shh! It's a surprise party! Please join us in celebrating Holly Roberts 30th birthday"
17	"I'm able / free to come to / attend / make the meeting at..."
18	"Thank you for your invitation to Rebecca's wedding. I would be delighted to attend."
19	"Thank you for your invitation, but I'm sorry I can't come."
20	"Due to a prior commitment, I will not be able to attend..."
21	"A Christmas angel has arrived!"
22	"I wish to express my deep gratitude (thanks) to you for..."
23	"Steer clear! Brianna's got a license to drive! Come celebrate her sweet sixteen."
24	"Join us on the beautiful beach of Jamaica to celebrate the marriage of our daughter Jennifer and Daniel Kennedy."
25	"Thank you for inviting me to dinner. I'm looking forward to it very much."



Exercise C. Test Yourself // Treasure Hunt:
How to write Informal Letters?



- Use Google.com or MSN.com Search to get quick access to the answers.

N ^o	My question to you	Your web-support
1	How to write informal letters?
2	How to write personal friendly letters?
3	How to write thank-you notes and letters?
4	How to write Congratulations?
5	How to write Invitations?
6	How to write letters of love?
7	Draw the difference between formal and informal styles of writing letters.
8	What is a layout of a friendly letter?
9	What is a layout of any Congratulation?
10	What is a layout of a letter of love?
11	What is a layout of any Invitation?
12	How to accept and decline Invitations?
13	What common phrases could be used in friendly letter?
14	What common phrases could be used in Congratulation?
15	What common phrases could be used in Invitations?
16	What common phrases could be used in your letters of love?
17	Where could I find informal sample letters or templates?
18	Where could I find jokes about informal writing?
19	Where could I find examples of informal letters written by the famous people?
20	Where could I find information about customs and traditions of informal letter writing by people living in different countries of the World?



Optional topics for individual reports and essays:

1. Writing of Informal letters	4. Informal style, what is it?
2. Types of informal letters	5. Is informal equal to slang?
3. Informal language in writing	6. Is informal better than formal?



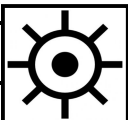
Speaking: Discussion of the related topics:

1. Writing by hand vs. E-mails	3. Writing skills are easy to develop
2. Writing (is better means of communication) vs. Speaking	4. Writing skills are difficult to develop



Web – resources and support:

Topic	Web links to some useful and helpful resources
Writing Informal Letters	http://esl.about.com/od/writinglessonplans/a/Writing-Informal-Letter.htm http://www.articlesbase.com/education-articles/letter-writing-write-formal-informal-letters-notes-146748.html http://englishplus.com/grammar/00000143.htm http://vu.flare.hiroshima-u.ac.jp/english/writing/intermediate/informal/examples.htm http://www.parapal-online.co.uk/letters.html http://www.schooltrain.info/english/letters/letters_informal.htm http://ezinearticles.com/?The-Difference-Between-Formal-and-Informal-Writing&id=594208 http://hubpages.com/hub/How-to-Write-an-Informal-Letter http://www.ehow.com/how_6599421_write-informal-letter.html http://www.ukstudentlife.com/English/Writing.htm http://www.buzzle.com/articles/how-to-write-an-informal-letter.html http://www.beautiful-american-living.com/writing-informal-letters.html http://www.oppapers.com/subjects/rules-to-write-informal-letter-page1.html http://englishcafe.wordpress.com/2007/02/15/informal-letter-1-the-format/ http://www.tolearnenglish.com/english_lessons/informal-letter-writing



It is interesting to know: Quotations about Letters:

- A letter always seemed to me like immortality because it is the mind alone without corporeal friend (Emily Dickinson)
- Letters are among the most significant memorial a person can leave behind them (Johann Wolfgang von Goethe)
- I consider it a good rule for letter-writing to leave unmentioned what the recipient already knows, and instead tell him something new (S. Freud)



Have Fun! Lawyer Jokes!

HR Manager writing a love letter to his girlfriend:

To, My Dear Darling

Sub: Offer of love!

Dearest Ms Xxxxxx,

I am very happy to inform you that I have fallen in Love with you since the 14th of October (Saturday). With reference to the meeting held between us on the 13th of Oct. at 15.00 hrs, I would like to present myself as a prospective lover. Our love affair would be on probation for a period of three months and depending on compatibility, would be made permanent.

Of course, upon completion of probation, there will be continuous on the job training and performance appraisal schemes leading up to promotion from lover to spouse. The expenses incurred for coffee and entertainment would initially be shared equally between us. Later, based on your performance, I might take up a larger share of the expenses. However I am broadminded enough to be taken care of, on your expense account.

I request you to kindly respond within 30 days of receiving this letter, failing which, this offer would be cancelled without further notice and I shall be considering someone else. I would be happy, if you could forward this letter to your sister, if you do not wish to take up this offer.

Wish you all the best!

Thanking you in anticipation,

Yours sincerely, HR Manager



One student fell into a cycle of classes, studying, working and sleeping. Didn't realize how long he had neglected writing home until he received the following note: "Dear Son, Your mother and I enjoyed your last letter. Of course, we were much younger then, and more impressionable. Love, Dad."

"Recently," says a Richmond man, "I received an invitation to the marriage of a young couple, my former employees. I am quite sure that all persons similarly favored were left in a little doubt as to the attitude of the couple. The invitation ran as follows: "You are invited to the marriage of Mr. Henry Clay Barker and Miss Josephine Mortimer Dixon at the house of the bride's mother. All who cannot come may send."

Josh sent a letter to his folks. He told about a ten-mile hike he had taken. His father wrote back saying, 'In my day I thought nothing of walking ten miles.' Josh wrote back, 'To tell the truth, I didn't think much of it either.'



Have Fun! Lawyer Jokes!

Joke: Divorce Letter

Dear Wife,

I'm writing you this letter to tell you that I'm leaving you forever. I've been a good man to you for 7 years and I have nothing to show for it. These last 2 weeks have been hell. Your boss called to tell me that you quit your job today and that was the last straw. Last week, you came home and didn't even notice I had a new haircut, had cooked your favorite meal and even wore a brand new pair of silk boxers. You ate in 2 minutes, and went straight to sleep after watching all of your soaps. You don't tell me you love me anymore; you don't want sex or anything that connects us as husband & wife. Either you're cheating on me or you don't love me anymore; whatever! the case, I'm gone. Your EX-Husband

P.S. Don't try to find me. Your SISTER & I are moving away to West Virginia together. We will have a great life!

Dear Ex-Husband,

Nothing has made my day more than receiving your letter. It's true you and I have been married for 7 years, although a good man is a far cry from what you've been. I watch my soaps so much because they drown out your constant whining & griping. Too bad that doesn't work. I DID notice when you got a hair cut last week, but the first thing that came to mind was 'You look just like a girl!' Since my mother raised me not to say anything if you can't say something nice, I didn't comment. And when you cooked my favorite meal, you must have gotten me confused with MY SISTER, because I stopped eating pork 7 years ago. About those new silk boxers: I turned away from you because the \$49.99 price tag was still on them, and I prayed it was a coincidence that my sister had just borrowed \$50 from me that morning.

After all of this, I still loved you & felt we could work it out. So when I hit the LOTTO of 10 MILLION DOLLARS, I quit my job and bought us 2 tickets to Jamaica. But, when I got home you were gone.

Everything happens for a reason, I guess. I hope you have the fulfilling life you always wanted. My lawyer said that the letter you wrote ensures you won't get a dime from me.

So take care. Your Ex-Wife, Rich As Hell & Free!

P.S. I don't know if I ever told you this, but my sister Carla was born Carl. I hope that's not a problem.



Unit III. Writing Formal Letters



Before you start: My questions to you:

1. Have you ever written any formal letters? Who have you written them to? What was the particular purpose?
2. What is a letter format of a formal letter?
3. What information could be regarded as relevant in terms of formal letter writing?
4. What is slang? When do people use it? How does it differ from colloquial speech? Is it common to use slang in formal letters?
5. Why should people avoid using subjective tone and language when writing their formal letters?
6. What is subjective tone? What is subjective language?
7. When people are limited (restricted) to formal type of letter writing?



Text 1. How to Write a Formal Letter?

<http://www.iaskd.com/how-to-write-a-formal-letter.html>

<http://www.buzzle.com/articles/how-to-write-a-formal-letter.html>

Read the text and pay attention to the words in bold type:

A letter is a form of written communication written to make a formal correspondence. It is the **mouthpiece** of any communication. Writing formal letters is very useful when communicating with professionals about important matters like **job applications, research works, and bank transactions**. The letters will probably be very important ones, such as **covering letters** for job applications, covering letters for **questionnaires** or **surveys** which are part of research work, letters of complaint to your bank manager, etc.



Learning how to write a formal letter is easy if people would follow the **format** that is commonly used in this type of letter. In addition, it is necessary that these letters **convey** the interests and desires of the person who write the letter to the **recipient**. For those who want to know the basics in writing a formal letter, these steps will guide or help them write a well

presented, **concise**, and interesting letter. Before proceeding with the steps in writing a formal letter, it is important that people have ideas about the **content** and **the factors to consider** when they write this letter. To get the attention of the recipient, the letter should contain all the **relevant information**, yet it should be **concise**. With this **objective**, it is necessary that people should get direct to the point when they write these letters. So practice **brevity and conciseness** when it comes to the size of the letter.

A good formal letter is the one which receives a response immediately. So, write a letter to impress the reader and responses will follow immediately. The most important aspect of a formal letter is **the time constraint**, not from the writer's point of view, but from the reader's point of view. In corporate houses, officials don't have any **spare time** to read long letters. Hence, formal letter writing should **cater to this factor** and be to the point and clear. Moreover, formal letters should be grammatically correct and free from spelling errors. A letter with poor vocabulary never **yields any interest!** Hence, check for spelling mistakes and grammatical errors **with utmost diligence**. These writings must follow a **block style**. Above all, it is significant that people **avoid using slang words** and they should avoid using **subjective tone and language** when writing this letter. A formal letter also has to make a good impression on the reader. Hence it's important that the paper used to write this letter is of good quality and folded in exactly three folds, without a single crease out of place.

To learn how to write a formal letter, it is important to follow the basic steps. First, at the upper right corner of the paper, write one's complete address, email address, as well as contact numbers **for references**. Second, at the left side below one's **contact information**, provide the name together with the job position, and office address of the recipient of the letter. Third, **double space** and write the date. Fourth, provide a **salutation** including the title of the addressee. For instance, include Atty. – if the recipient is a lawyer or M. D. – if the recipient is a physician. Fifth, state the reason for writing the letter. It is also helpful if they can provide a reference for the letter. For example, if the letter is written as a reference to a previous telephone conversation between the **addressee** and the writer then it should be stated in the first paragraph of the letter. Sixth, it is important to close the letter with **words of gratitude**. Finally, double space and provide a formal salutation above the name of the person who wrote the letter. By following these steps, you will easily write a **presentable** interesting formal letter!

**Exercise A.** Choose the best explanation for each of the words:

a) mouthpiece 1) a telephone receiver 2) means of the views 3) a part of a face	b) convey 1) keep secret 2) throw away 3) transfer	c) recipient 1) receiver 2) undergraduate 3) donor
d) concise 1) repetitive 2) brief 3) enduring	e) objective 1) prejudice 2) goal 3) avoidance	f) brevity 1) lengthiness 2) shortness 3) greatness
g) spare time 1) employment 2) free time 3) working hours	h) diligence 1) laziness 2) negligence 3) carefulness	i) references 1) evidence 2) pointing out 3) protection
j) salutation 1) disapproval 2) farewell 3) greeting	k) addressee 1) donor 2) recipient 3) landlord	l) gratitude 1) thanklessness 2) appreciation 3) obligation
m) avoid 1) help 2) refuse 3) risk	n) subjective tone 1) simple language 2) reasonable wording 3) self-centered manner	o) yield 1) reject 2) produce 3) cherish

**Exercise B.** Rearrange the word order so that the sentences become clear and readable. Write down the correct sentences:*Beginning a letter sentences:***Twisted:** about am at college courses enquire I to writing your**Correct:** _____**Twisted:** advertisement am connection I in with writing your**Correct:** _____**Twisted:** advertisement in reference the Times to With your**Correct:** _____**Twisted:** 16 April letter of reference to With your**Correct:** _____**Twisted:** 16 about enquiring for June letter of Thank vacancies you your**Correct:** _____

The body of a letter sentences:

Twisted: am delighted you examination have with I inform results passed that to you your high

Correct: _____

Twisted: a of cannot basis I offer refund the your regret tell that to we you on complaint you

Correct: _____

Twisted: a addressed enclosed envelope find Please stamped

Correct: _____

Twisted: allow equipment with apologize for had have our me Please problems the to you

Correct: _____

Twisted: as as could goods Please possible replace soon the you

Correct: _____

Twisted: about be college could grateful I if information me send would you your

Correct: _____

Twisted: manager the is local complaint court we forced to his the apologies Unless to us, bring will write a to industrial

Correct: _____

Ending a letter sentences:

Twisted: forward I soon look receiving reply to your

Correct: _____

Twisted: forward from hearing I look soon to you

Correct: _____

Twisted: help your to hope I make information that this will you choice

Correct: _____

Twisted: any contact do further hesitate if information need not Please to us you

Correct: _____

Twisted: any contact feel free further have if us Please questions to you

Correct: _____

Twisted: change any caused slight the has hope in inconvenience time-table not that this We you to

Correct: _____



Exercise C. Read the following statements and decide if they are **True (T)** or **False (F)**. Mark the correct answer by a tick:

Statements	T	F
When the letter starts Dear sir we end it with Yours sincerely,
You can end a letter to someone you know with Best wishes,
The first paragraph of the letter should explain your reason for writing.
You should start a new paragraph for each sentence.
You should leave a space between each paragraph.
Ms is the title used for a married woman.
Master is the title used for a man.
If you are writing a formal letter, it is not a good idea to use contractions*.
When you are writing an application for a job, it is a good idea to say what a wonderful person you are. For example, write: I am intelligent, honest and very hard working person.
When you apply for a job, it is a good idea to use a recycled envelope to impress your future boss.



Important Issues –

The constituents of a formal letter structure:

1. **Addresses.** Your address (also the return address) should be written at the top-right corner of the letter, with the date at the end of it. The address of the recipient has to be written, below the return address, in the left hand corner, which will usually, start with the person's name and his/her designation.



2. **Subject Line.** While writing a formal letter, it's important that you write a subject line, right after the address. The subject line mentions the gist (the essence) of the letter, i.e. what the letter is about. A subject line is usually middle aligned like a heading.

3. A **reference number** or a **reference** or **citation**, is written to give the reader a link of any previously made communication or point of reference. For instance, 'this is with reference to your advertisement in "The Times" on 9 January 2010', is a citation stating a purpose.

4. A **salutation** is the opening greeting. In a formal letter, it's important to note that, a salutation, must be 'Respected Sir/Madam' or just 'Sir/Madam'. No words of endearment such as 'my dear' precedes 'sir/madam' as the

relationship between the writer and the addressee is strictly formal.

5. **Body of the Letter.** The first paragraph is the start of the actual formal



letter and it states the purpose of the letter which can be to inquire, complain, request, place an order, etc. In the main body of the letter, write the relevant detailed information related to the reasons mentioned above. Keep the information as concise and brief as possible. Finally, the last paragraph is the conclusion of the letter, where you need to

thank the reader for spending his/her valuable time for reading the letter. You also need to mention your enthusiasm in the subject and your will to pursue it further.

6. **Complimentary Close.** While signing off, you need to end writing a formal letter with, 'Yours Sincerely', 'Yours Truly' or 'Yours Faithfully'. Leave some space after the professional letter closings for your signature. Write your name in full, below the space to finally end the letter.



Exercise D. Examine the formal letter below. Name the parts (constituents) of the given formal letter. Write a reply to it:

Farnham Green, Warnside,
Upminster, UB23.

Manor House Hotel

Tel: 091 8976. Fax: 091 9008.

E-mail: manhot@xx.itl www.man.itx

15 January 2010

The Sales Manager,
Melody Modes Ltd.,
Carrham, Upminster, UE12.

Your Ref: KPS/C3, Our Ref: Con/13/1

Dear Sir,

Thank you for your letter of 12 January regarding our conference facilities for your sales convention in July this year.

I have pleasure in enclosing our current conference brochure and tariff. You will note that we offer a variety of venues inside the hotel itself, for groups of between 20 and 150 people, with a choice of catering facilities and with or without accommodation. This year we are also able to arrange functions in marquees in the hotel grounds, with a more limited range of catering, but again with or without hotel accommodation.

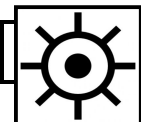
We have two lecture rooms, with audiovisual equipment – overhead projectors and video and DVD facilities – which might be of interest to you. There are also product display facilities within the hotel.

If you require all or some of your delegates to be accommodated in the hotel, I recommend early booking, as July is one of our peak months. We offer 4-star accommodation, every room with en suite facilities, minibar, television, personal safe, trouser press. We have two restaurants, four bars, a fully equipped gymnasium, and an indoor/outdoor swimming pool.

I look forward to hearing from you further, and I shall be happy to supply any additional information you might require; you will be very welcome to visit the hotel to see for yourself the facilities we offer.

Yours faithfully,
 Hector Manning _____ (*Hector Manning*)
 General Manager

Enc.



It is interesting to know: Writing Formal Letters Tips:

http://www.englisch-hilfen.de/en/words/commercial_briefe.htm

You write to	How to begin the letter	How to end the letter
An unknown firm/person (BE) (AE)	Dear Sir/Madam (BE)* (AE)** Dear Sir or Madam (BE)(AE) To whom it may concern (AE)	Yours faithfully (BE) Yours truly (AE) Truly yours (AE)
A woman whose name you don't know	Dear Madam (BE) (AE)	Yours faithfully (BE) Yours truly (AE) Truly yours (AE)
A man whose name you don't know	Dear Sir (BE) (AE)	Yours faithfully (BE) Yours truly (AE) Truly yours (AE)
A person whose name you know	Dear Mr/ Mrs/ Ms Fisher (BE) (AE)	Yours sincerely (BE) Very truly yours (AE) Sincerely (yours) (AE)
A person you know personally	Dear Ann/John (BE) (AE)	(With) Best wishes (BE) (AE) Yours (BE) Love (BE) All the best (AE) Kindest/Best regards (AE)

* (BE) - British English ** (AE) - American English



Exercise E. In the top left corner of the formal letter you can find some of the phrases given in the left row. Match them with the appropriate explanation from those listed in the right row:

Phrases	What do the phrases mean?
1) Air Mail	a) It approves all that money that you have paid in order to send letters and parcels through the post.
2) Confidential	b) When you need to write a letter, it can be invaluable to have an example letter to work from.
3) Express	c) Usually refers to advertisements or documents that contain or consist of printed words.
4) Fragile	d) A letter addressed only to a particular person or group, and available only to them.
5) Please forward	e) The letter compelling immediate action or attention or conveying a sense of pressing importance.
6) Postage paid	f) The letter was sent using a service that delivers post very quickly (mainly American).
7) Printed Matter	g) When letter is sent to a PO Box (a numbered compartment in a post office) where mail is put to be called for by the owner.
8) Private/Personal	h) The letter contains documents or information which must be kept secret.
9) Registered	i) Means that all the elements of the letter are left-justified so that the start of each line is at the left-hand margin (mainly American).
10) Sample	j) The letter recorded officially at each point on its route to assure safe delivery.
11) To be called for	k) The letter was sent by the system for sending post by planes.
12) Urgent	l) You put such remark when you have to send a letter, parcel, email etc. that has been sent to your address to someone else at another address.
13) Full block format – Modified block format means that some elements of the letter are shifted over to the right.	m) Precaution. If used about a situation, agreement, or relationship – then it means that 'they can easily be damaged or destroyed'; when used about some enclosures – it means 'Easy to break or damage'.



Exercise F. Below are two examples of the formal letters which were cut up into strips and mixed for educational purposes. Find all parts of each of the letters and give the letter an original look:



Letter 1:

Raymond Krock

I just read an article in the News and Observer about Taylor's new computer center just north of Durham. I would like to apply for a position as an entry-level programmer at the center.

6123 Farrington Road
Apt. B11
Chapel Hill, NC 27514
January 11, 2010

Taylor, Inc.
694 Rockstar Lane
Durham, NC 27708

Dear Human Resource Director:

I will be happy to meet with you at your convenience and discuss how my education and experience match your needs. You can reach me at my home address, at (919) 233-1552, or at krock@devry.alumni.edu

Sincerely,

I understand that Taylor produces both in-house and customer documentation. My technical writing skills, as described in the enclosed resume, are well suited to your company. I am a recent graduate of the Institute of Technology in Atlanta with an Associate's Degree in Computer Science. In addition to having taken a broad range of courses, I served as a computer consultant at the college's computer center where I helped train users to work with new systems.



Letter 2:

If there is a position open at Taylor Inc., please let me know whom I should contact for further information. I look forward to hearing from you soon. I may be reached at my office (919-866-4000 ext. 232) or via email (Brock@aol.com).

Sincerely,

I expect to receive a Bachelor of Science degree in Engineering from North Carolina State University in June and by that time will have completed the Computer Systems Engineering Program. Since September 2005, I have been participating, through the University, in the Professional Training Program at Computer Systems International in Raleigh. In the program I was assigned to several staff sections as an apprentice. Most recently, I have been a programmer trainee in the Engineering Department and have gained a great deal of experience in computer applications. Details of the academic courses I have taken are included in the enclosed resume.

Taylor, Inc.
694 Rockstar Lane
Durham, NC 27708

I am seeking a position in your engineering department where I may use my training in computer sciences to solve Taylor's engineering problems. I would like to be a part of the department that developed the Internet Selection System but am unsure whether you have a current opening.

Dear Ms. Jones:

6123 Farrington Road
Apt. G11
Chapel Hill, NC 27514
January 11, 2010

Rebecca Brock



Exercise G. Which of the following expressions fits the language of Formal (F) or Informal (I) letter style. Mark by **F** or **I** to distinguish:



1. Which of the following is used to start a very formal letter?

Dear John _____

Hi, Suzy _____

My Dear Elaine _____

Dear Sir or Madam _____

2. Which of the following is a way of starting a formal letter?

Thank you for your letter dated 26th August 2010 _____

Thanks for your letter, it was great to hear from you _____

Thank you for your letter about... _____

Thanks for dropping me a line... _____

3. Which would be a suitable way to introduce some bad news in a formal way?

I feel really bad about this but... _____

I'm sorry to have to break the bad news but... _____

I regret to inform you... _____

I'm so sorry about... _____

4. Which of the following is an expression suitable for a formal letter?

Regards to Jane _____

Please give my regards to Jane _____

Say hi to Jane _____

Give Jane my best wishes _____

5. Which of the following is not a suitable final sentence for a formal letter?

I look forward to hearing from you soon _____

Hope to see you soon _____

Looking forward to a swift response _____

Looking forward to meeting you _____

6. Which of the following is not a suitable way to end a formal letter?

Yours faithfully _____

Yours sincerely _____

Best wishes _____

Love _____



Important Issues – Instructions on Formal Letter Writing:

<http://www.letterwritingguide.com/businessletter.htm>

http://www.ehow.com/how_1370_write-formal-business.html

1. Choose formal 8 1/2-by-11 inch stationery with a matching envelope.
2. The paper should be a neutral color. Avoid stationery with bright colors or distracting graphic elements. If the letter is for businesses purposes, use company letterhead.
3. Include your return address in the top-right corner of the letter. Add the recipient's address on the left of the page just below the return address.
4. Skip two lines and write the date. Be sure to spell out the month. Always avoid abbreviations in a formal letter.
5. Skip two lines and begin the letter with an appropriate greeting. Include the name of the recipient if possible. If you are unable to determine the name, direct the letter to "Sir or Madam." Be sure to include the correct title in the salutation (such as Mr., Mrs., Miss, Ms. or Dr.). If the recipient is a woman and you are not sure how she likes to be addressed, use the neutral title "Ms."
6. Skip two lines and write the introduction. The initial paragraph should state the purpose of the letter, whether to inquire about a job, file a complaint or request information. Do not be vague. The recipient should not have to guess at the meaning of your letter. This is also the place to introduce yourself if the recipient does not know who you are.
7. Write the main body of the letter. This should include relevant information that supports the purpose of the letter. Make sure your comments are organized in a clear and concise manner, and avoid unnecessary information.
8. Create a closing paragraph that communicates an action you expect the recipient to take, such as sending you information, contacting you for an interview or providing you with a refund. This is also a good place to make reference to future contact if you expect to see this person or talk to her at a future date. If the purpose of the letter was to make an apology or express appreciation, restate that intention. Write closing remarks. Use "Sincerely," "Yours" or "Yours Faithfully" if you do not know the recipient's name and "Yours Sincerely" or "Yours Truly" if you do. Use "Best Wishes" if the recipient is a close friend.
9. Skip four lines and include your name and title, if necessary. The four lines will allow you enough space to sign the letter before sending it.



Tips & Warnings:

1. Keep the letter to one page to increase the likelihood that it will be read by the recipient.
2. Avoid handwritten letters! They are not appropriate for a formal correspondence.
3. Always keep the letter professional and cordial. It is important to avoid writing in a tense tone even if the purpose of the letter is to file a complaint. You are more likely to receive a positive result if the letter is factual and free of angry undertones. Be sure to avoid threats and slander.
4. Do not send a letter without proof it for typos and grammatical errors. Mistakes can distract the reader from the purpose of the letter. Make certain your punctuation, spelling and grammar are letter-perfect.



Have Fun! Lawyer Jokes!

Braxton and Hollis had jobs at a California cotton mill. One morning the foreman came along and found Braxton (with cotton balls in his ears) reading a letter to his co-worker. "Hey," cried the foreman, "what kind of horseplay you two guys up to?" "Hollis got a letter from his girlfriend," explained Braxton, "but he can't read; so I am reading the letter for him." "Why did you get all that cotton in your ears?" "Hollis doesn't want me to hear what his girlfriend is writing to him!"

Thank you for your letter of February 17th. After careful consideration I regret to inform you that I am unable to accept your refusal to offer me employment with your bank. This year I have been particularly fortunate in receiving an unusually large number of rejection letters. With such a varied and promising field of candidates it is impossible for me to accept all refusals. Despite Company 203's outstanding qualifications and previous experience in rejecting applicants, I find that your rejection does not meet my needs at this time. Therefore I will initiate employment with your firm immediately following graduation. I look forward to seeing you then. Sincerely, Jack Willington

Jack was about to write a letter to Jane. He remembers that last time she was reading his previous letter very, very slowly as she can not read fast. So, Jack thinks for a while and starts writing with the first line "My Dear Jane, I know you can not read fast. Don't worry. I will make it easy for you, I am writing this letter very, very slowly".



Before you start: My questions to you:

1. Who is the audience who the business letters are written or addressed to?
2. What is the main objective of business letter-writing?
3. How can the sender maintain and heighten the interest of his/her audience throughout the letter?
4. What opening sentence and paragraph will grab the attention of his/her audience in a positive manner and invite them to read further?
5. How can the sender of the letter best express his/her objectives in relationship to his/her audience's objectives and needs?
6. What specific benefits can the sender offer to his/her audience and how can he/she best express them?
7. What closing sentence or paragraph will best assure the reader of the sender's of the letter capabilities?
8. How could the letter sender persuade the audience to contact him/her for further information?
9. What evidence can the sender of the letter present of his/her values to his audience? What does it depend on? Wouldn't it sound selfish?
10. Is it necessary to spend sufficient time drafting, revising, and proofreading the business letter? Give reasons.



Text 2. How to write a good business (formal) letter?

<http://www.probelov.net/topic/1658-writing-business-letters.html>

Read the given text and pay attention to the words in bold type:



Writing is one of the most important and valued skills in the business world today. The introduction and development of electronic communications has increased the need for written correspondence. More than so ever before, there is a requirement to **ensure clarity** and **effectiveness** in the written message. E-mails may have reduced the need for **stationery** and **snail mail** but they still require the writer to **convey his thoughts** clearly and **concisely**, following the principles of good business writing.

A business letter is a formal communication between people or companies and it is written to conduct some sort of business. There are many different uses of business letters. Business letters can be informational, **persuasive**, motivational, or promotional. For example, you might write to inform readers of specific information, create proposals for clients, **make an arrangement**, request a price list, thank someone for a service or **apply for a job**. It differs from personal letters exchanged by friends in both its layout and content.



Writing business letters has some **pitfalls**. The threat of facing a blank page or a bare computer screen can be more powerful though than the need to write a letter. Every person within an organization is in **customer relations**, so writing an effective business letter is an important skill for every employee, manager and business owner. Peter Drucker, the father of the science of **office management**, says, "As soon as you take one step up the **career ladder** your effectiveness depends on your ability to communicate your thoughts in writing and in speaking."

Writing a business letter takes planning. First of all, you must analyze your audience and determine your purpose. Whatever the aim, create your letter from these goals. Then you need to gather information, create an **outline**, write a **draft**, and revise it.

Business letters can be **challenging** to write, because you have to consider how to get your reader's attention. Getting the reader's attention is a tough job. If your letter is long-winded, **pompous**, or says nothing of interest, you'll lose the reader. **Capture** your reader's attention with a **hard-hitting** lead paragraph that goes straight to the point or offers an element of **intrigue**. Then, **hook the reader's interest**: the hook is often a clear statement of the reader's problems, needs, or wants.



For example, if you are writing to a customer who received damaged goods, acknowledge the problem and then offer a solution.

When writing a business letter, you should follow the format of a standard formal letter. The typical business letter will consist of about six **essential parts**: the heading and the date, the inside address, the salutation (greeting), the body of the letter, the **complimentary close**, the signature.



Exercise A. Match the words and expressions from the left with their definitions on the right. Mind the letter-format style:

Words and expressions	Definitions
1) complimentary close	a) to put in the correct, or suitable order
2) essential part	b) calling for use of one's all abilities
3) intrigue	c) to make a formal request for a position
4) hook one's interest	d) being clear and easy to understand
5) hard-hitting	e) a polite termination of the letter
6) capture	f) writing materials, office supplies
7) pompous	g) to guarantee and make safe and certain
8) challenging	h) a secret/ hidden plan or plot
9) outline	i) to attract one's attention
10) draft	j) mail sent via regular postal system
11) career ladder	k) necessary and required element
12) office management	l) to transfer one`s thoughts to another
13) customer relations	m) uncompromising; tough but effective
14) pitfalls	n) serving to convince
15) apply for a job	o) effective feedback and integration
16) make an arrangement	p) a skillful managing of a business, etc.
17) persuasive	q) act of taking or seizing by force
18) convey one's thoughts	r) the power to produce a desired result
19) snail mail	s) a rough sketch of a piece of writing
20) stationery	t) pretentious or self-important
21) effectiveness	u) an unsuspected difficulty, or error
22) clarity	v) a rising series of promotion steps
23) ensure	w) a general plan without detail



Exercise B. Name what types of formal letters different people are writing at the moment. Put their names next to the letter type:

Type of letter	Who?	Type of letter	Who?
Apology letter		Appeal letter to judge	
Application letter		Sponsorship letter	
A letter of enquiry		Retirement letter	
Letter of rejection		Request for promotion	
A purchase order		Invoice Letter	
A cover letter		Acknowledgement letter	



David: I am preparing a letter to a client who owes money on a bill. The letter might help clarify the debt, or give the firm demands for payment. I will also enclose a detailed list of goods shipped.



Tom: I think the time has come for me to move up the ladder. In my letter I want to assure my boss of my continued sincerity and dedication and hope that the company would be able to give me an opportunity to serve it with all my experience in a better capacity.



Vladimir: It's my opportunity to say why I want the job and to present myself as a candidate for the post in a way that impresses a prospective employer and makes me stand out as a prospective employee.



Polly: I am dealing with a commercial document generally issued by a buyer to a seller, indicating types, quantities, and agreed prices for products or services the seller will provide to the buyer. It will specify payment terms, delivery dates, item identification, quantities, shipping terms and all other obligations and conditions.



Elena: My letter is a letter of introduction attached to another document such as a résumé or curriculum vitae. It should grab the employers attention and point out why exactly me, above all other applicants, should be contacted for a personal interview.



Cory: We've received a number of complaints from other businesses recently. Now I feel sorry but have to assure the reader that we have taken all the necessary steps to eliminate the problem.



Sunitta: I have enjoyed working for the agency and appreciate the support provided to me over the years. But I am 65 and do not feel strong enough to continue working, though I will miss my office.



George: My twin sister and I want to participate in the study abroad program in fall 2011. Even if we qualify for financial aid we will not have enough money on our own. So I am writing a letter to be sent to small and large businesses asking for financial assistance.



Jennifer: I am writing to clarify whether the Golden Gate Engineering could offer a course on Quality Control for our managers. I saw their advert in the Daily News on Wednesday, 20 October 2010, so I need some additional information about the teaching staff and the possible schedule for this course.



Kay: My letter is nothing but saying a thank you to Mr. Smith who has helped or supported me in my difficult times of internship. It may help me in building a bond or strengthening the relationship with the recipient.



Ivan: Saying "no" to applicants doesn't always have to be stressful. I can almost always find something good to say or at least something neutral about a candidate – even when you're not offering them that coveted position. I'm working over the same problem right now!



Maria: My letter is a mother's plea to extend some leniency and consideration for my son. I believe in my son's positive changes and deep commitment, so want to ask the judge to take full responsibility of his poor judgment.



Exercise C. Choose the best explanation for each of the words:

<p>a) appeal</p> <p>1) disclaimer 2) request 3) compliment</p>	<p>b) apology</p> <p>1) decision 2) imitation 3) reason, excuse</p>	<p>c) appreciation</p> <p>1) gratitude 2) disapproval 3) ignorance</p>
<p>d) invoice</p> <p>1) cash 2) itemized bill 3) credit</p>	<p>e) enquiry</p> <p>1) interpretation 2) questioning 3) exaggeration</p>	<p>f) acknowledgment</p> <p>1) disagreement 2) acceptance 3) disbelief</p>
<p>g) sponsorship</p> <p>1) support 2) disfavor 3) disadvantage</p>	<p>h) promotion</p> <p>1) advancement 2) stagnation 3) demotion</p>	<p>i) retirement</p> <p>1) allowance 2) leaving 3) entrance</p>



Important Issues – Common Types of Business Letters:

1. Informational letters – are those: requesting, sending or interchanging information between two people, a person and a corporation, or two corporations involved into the written communication process.

2. A persuasive letter (a persuasion letter) – where the writer expresses an opinion about a relevant issue so that to convince others to think a certain way or take an action.

3. A motivational letter – is addressed to the company, to which you are applying for a placement, and basically is a cover letter that is intended to convince the hiring department that you are the right person for the job.

4. A promotional letter – is written on several occasions: when an HR Manager informs an employee that he/she has been promoted, when you apply for a promotion, or when you try to promote goods or services to customers.

5. An acknowledgement letter – is used to convey your gratitude towards a person who stood with you in your bad phase. It is for a longer duration of time. A mere thank you works with a short term action.

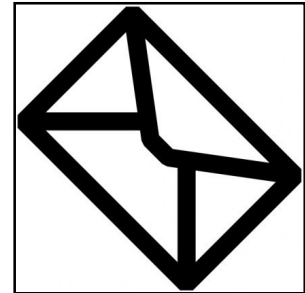
6. An adjustment letter – is a response to a written complaint. The objective is to inform the reader that their complaint has been received. It is also a legal document recording what decisions were made and what actions have or will be taken.

7. A complaint letter – is a legal document letting the reader know that some error has been found and needs to be corrected as soon as possible. It is used for the purpose of having products replaced or money refunded, for changing company policy or government legislation, for influencing the media, etc.

8. An inquiry letter – is used to investigate open positions for employment, gather information regarding products or services, or for family history or genealogy, etc.

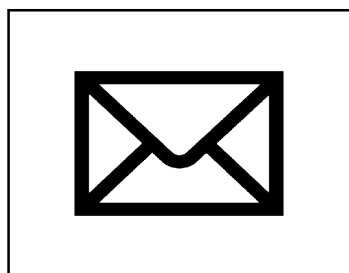
9. An order letter – also known as a PO (purchase order) – is used to order some product so as to make a specific purchase. The objective is to provide the vendor with detailed instructions for fulfilling an order. It also serves as a legal record of the transaction and, hence, should be written with care.

10. A response letter – is one written in response to another letter received



by someone. The objective of this type of letter is to fulfill the request made by the person you are writing this letter to.

11. Welcome Letter – states the feeling of happiness and gratitude to the recipient for becoming a member of an institution, school, college or group.



The employer writes a welcome letter to a newly hired employee. Store owners may also send letters to their customers welcoming them to try their latest products and promos, etc.

12. An Apology Letter – is a sorry letter, often with a supporting explanation. Verbal apologies are usually more difficult that people resort to letters instead. Such letters are a good way to reach out and extend to the other party.

13. Collection Letter – is a business reminder of outstanding credits due, or overdue credits that must be paid immediately. It is a written reminder of your obligation to settle necessary payments.

14. Invoice Letter – is a written request for the invoice number of a sales transaction.

15. Letter of Invitation – is a formal written request for the presence of the recipient on an occasion. It may be informal gatherings like a birthday or Christmas party. It can also be a business invitation to a meeting. The important details of the occasion are included in the letter like the name of host, date, time and venue.

16. A Marketing Letter – sells products to customers. These are usually mass-produced and distributed to many. This is a good way to disseminate information about new products being sold.

17. Letter of Rejection – states that certain requested has been denied. A supporting explanation usually follows. As an example, a university sends rejection letters to students who failed their entrance exams.

18. A letter of complaint – is a formal letter sent to an individual or organization in response to receiving poor service or a product that is not fit for purpose.

19. A letter of request – is a formal letter much like a letter of enquiry but specifically asks an individual or organization to take an action. An example would be a letter sent to request sponsorship for a charity activity.

20. The job application letter or a cover letter – is a business letter written to a prospective employer to express your interest in and qualifications for a position. It accompanies your CV (Curriculum Vitae or resume) and serves as an introduction to your resume.



Exercise D. Examine the samples of letters given below and find out what business letter type they belong to. Give reasons:

Letter 1:

1234, Main Street
Boston, MA 02123
03/16/05

<Recipient Address Goes Here>

Hello,
Thank you for giving Abc Company the opportunity to serve you.
Enclosed is our invoice for <specify what the invoice is for>.
Please let us know if you have any questions regarding this invoice. We look forward to serving you in the future.
Regards,
Jim Karter

encl: <List of enclosed items goes here>

Type of letter/ Your reasons _____

Letter 2:

Rich Lucky Trading Company
345, Nathan Rd, Kowloon, H.K.
25 October 2010

Hi-fashion Garment Ltd
Unit 398
Shek Kip Mei Industrial Estate
Dear Sir or Madam
Request for Catalogue
Please send me your current catalogue.
Your company was recommended to me by Ms. Elsie Wong of Far Eastern Logistics. Our African customer is interested in importing a range of printed 100% cotton cloth.
I look forward to hearing from you.
Yours,
K.K. Chan
Merchandiser

Type of letter/ Your reasons _____

Letter 3:

Address

Dear Sir,
May I please request you very kindly to consider me for promotion to the post of Manager which has fallen vacant due to Mr. Ray resigning the post. I have been in your employ for more than 25 years out of which nearly twenty years I spent with Mr. Ray as Assistant Manager of his department. I have got an excellent record of service with you and I have been given as many as 15 special increments during the last twenty years. Besides, I know the work of the department intimately and feel assured that I could run it efficiently and cheaply, and in a way that would give you every satisfaction.
Yours faithfully,
Name

Type of letter/ Your reasons _____

Letter 4:

1 High Street
Sydney
AUSTRALIA
S1000

Home Office
Immigration & Nationality Directorate
Wellesley Road
CROYDON, CR9 1AT
United Kingdom
1 January 2010

Dear Sir or Madam,
Re: Sponsorship of studies of Adam Smith (1/1/1980)
I, Peter Smith, father of Adam Smith, confirm that I pay for my son's studies at the University of Brighton.
I pay all of my son's tuition fees and also provide him with \$AUS1,000 (equivalent of £500) per month for his accommodation and living costs. I attach a summary of my bank accounts which confirm that I have sufficient funds to pay for my son's studies in the UK.
Thank you for your consideration of this matter.

Yours sincerely,
Peter Smith
Attached: Bank Summary of my accounts dated 1/1/06.

Type of letter/ Your reasons _____



Have Fun! Lawyer Jokes!

Prisoner's Letterwriting: A prisoner in jail receives a letter from his wife: "Dear Husband, I have decided to plant some lettuce in the back garden. When is the best time to plant them?" The prisoner, knowing that the prison guards read all mail, replied in a letter: "Dear Wife, whatever you do, do not touch the back garden. That is where I hid all the money." A week or so later, he received another letter from his wife: "Dear Husband, You wouldn't believe what happened, some men came with shovels to the house, and dug up all the back garden." The prisoner wrote another letter back: "Dear wife, now is the best time to plant the lettuce."



Important Issues: The common business letter format and font requirements for professional communication:

- 1. Block Format:** is the most common business letter format. Using this format, the entire letter is left justified and single spaced except for a double space between paragraphs. The start of each line is at the left-hand margin.
- 2. Indented Format** requires some indentation. The date, signature, and address heading (if not on preprinted letterhead stationary) are aligned on the right side of the page. The greeting is flush left. Paragraphs in the body of the letter are indented with no space line between paragraphs. Postscript and notations are flush left.
- 3. Modified Block.** In this type, the body of the letter and the sender's and recipient's addresses are left justified and single-spaced. However, the date and closing are at the center point.
- 4. Semi-Block Format** is the least used style. It is much like the modified block style except that each paragraph is indented instead of left justified. The date, signature, and address heading (if not on preprinted letterhead stationary) are aligned on the right side of the page. All other sections are flush left margin. Paragraphs in the body of the letter begin flush left with a one space line dividing each paragraph.
- 5. Font:** is another important factor in the readability of a letter. The generally accepted font is Times New Roman, size 12-14, although other fonts such as Arial may be used depending on your audience. If you are writing to a conservative company, use Times New Roman. When writing to a more liberal company, you have more freedom in choosing fonts.

6. Use 8 ½" by 11" unlined paper. Although 24-pound paper with 100 + brightness is a little more expensive, it will make a better impression than everyday copy paper.
7. Use 1" margins on all four sides.
8. Print the letter on only one side of the paper.
9. Fold the letter horizontally into thirds.
10. Mail the letter in a No. 10 security envelope (4 1/8" by 9 ½").



Exercise E. Write your own **Application letter for a job** using different letter formats. Get use of the instructions given below:

Block Format



1. Type every line flush with the left margin
2. (begin at top margin) Return address of the letter writer.
3. (four single spaces) The date of the letter. This is usually typed in one of two ways: Begin with the day, no comma (15 January 2010) or begin with the month; use a comma (December 1, 2010).
4. (double space) Complete name, title, and address of the recipient.
5. (double space) Salutation with a colon.
6. (double space) Body of the letter.
7. (double space) Closing. Follow this with a comma.
8. (four single spaces) Signature: type your name. Sign your name in the space above your name.
9. (double space) Enclose additional information with your letter such as a resume or a curriculum vitae. Type "Enclosure" or "Enclosures." If you use the plural, you have the option of stating the number of enclosures in parentheses, e.g., Enclosures (2).

Indented Format



1. (begin at top margin; indent or type in the right corner) Return address of the letter writer.
2. (four single spaces; flush with the left margin) The date of the letter.
3. (double space; flush with the left margin) Complete name, title, and address of the recipient.
5. (double space; flush with the left margin) Salutation with a colon.
6. (double space; flush with the left margin) Body of the letter.
7. (double space; indent or type in the center) Closing.

8. (four single spaces; indent or type in the center) Signature: type your name. Sign your name in the space above your name.
9. (double space; indent or type in the center) Enclose additional information with your letter such as a resume or a curriculum vitae. Type "Enclosure" or "Enclosures." If you use the plural, you have the option of stating the number of enclosures in parentheses, e.g., Enclosures (2).



Exercise F. Look at the common formal letter phrases listed below. Put them into the appropriate box slot of the table to suit the rubric:

Rubric or part of a letter	Common phrases
Salutation	I am writing to express my dissatisfaction with ...; I am writing to complain about ...; Please note that the goods we ordered on (date) have not yet arrived; We regret to inform you that our order №... is now considerably overdue; I would like to query the transport charges which seem unusually high.
Starting	Thank you for your letter of March 15 ...; Thank you for contacting us; In reply to your request ...; Thank you for your letter regarding ...; With reference to our telephone conversation yesterday ...; Further to our meeting last week ...; I would just like to confirm the main points we discussed on Tuesday...
Referring to previous contact	Our records show that we have not yet received payment of ...; According to our records ...; Please send payment as soon as possible; You will receive a credit note for the sum of ...
Making a request	We are pleased to announce that ...; I am delighted to inform you that ...; You will be pleased to learn that ...
Offering help	I am enclosing ...; Please find enclosed ...; You will find enclosed ...
Giving good news	Please send us your price list; You will find enclosed our most recent catalogue and price list; Please note that our prices are subject to change without notice; We have pleasure in enclosing a detailed quotation; Our terms of payment are as follows...

Giving bad news	We look forward to a successful working relationship in the future; We would be (very) pleased to do business with your company; I would be happy to have an opportunity to work with your firm.
Complaining	Sincerely, Yours sincerely, Sincerely yours, Regards
Apologizing	If we can be of any further assistance, please let us know; If I can help in any way, please do not hesitate to contact me; If you require more information ...; For further details ...; Thank you for taking this into consideration.
Orders	We would be happy to ...; Would you like us to ...; We are quite willing to ...; Our company would be pleased to ...
Prices	I look forward to seeing you next week; Looking forward to hearing from you; I look forward to meeting you on the 15 th ...; I would appreciate a reply at your earliest convenience.
Referring to payment	Dear Mr. Brown; Dear Ms. White; Dear Sir; Dear Sirs; Dear Madam; Dear Sir or Madam; Gentlemen
Enclosing documents	Thank you for your quotation of ...; We are pleased to place an order with your company for ...; We would like to cancel our order №...; Please confirm receipt of our order; I am pleased to acknowledge receipt of your order № ...; Your order will be processed as quickly as possible; It will take about (three) weeks to process your order; We can guarantee delivery before ...; Unfortunately these articles are no longer available/are out of stock.
Closing remarks	We would appreciate it if you would ...; I would be grateful if you could...; Could you please send me...; Could you possibly tell us/let us have...; It would be helpful if you could send us ...; I am interested in (obtaining/ receiving...); I would appreciate your immediate attention to this matter; Please let me know what action you propose to take.

Referring to future business	We are sorry for the delay in replying ...; I regret any inconvenience caused; I would like to apologize for (the delay/the inconvenience) ...; Once again, I apologize for any inconvenience.
Referring to future contact	We regret to inform you that...; I'm afraid it would not be possible to...; Unfortunately we cannot/we are unable to...; After careful consideration we have decided (not) to ...
Ending business letters	We are writing to inform you that... (to confirm, to request, to enquire about); I am contacting you for the following reason; I recently read/heard about... and would like to know; Having seen your advertisement in ..., I would like to...; I would be interested in (obtaining/ receiving); I received your address from ... and would like to...; I am writing to tell you about ...



Have Fun! Lawyer Jokes!

Dear Sirs,

Thank you for your letter of March 24th. After careful consideration, I regret to inform you that I am unable to accept your refusal to offer me employment with your company.

This year I have been particularly fortunate in receiving an unusually large number of rejection letters. With such a varied and promising field of candidates it is impossible for me to accept all refusals.

Despite your company's outstanding qualifications and previous experience in rejecting applicants, I find that your rejection does not meet my needs at this time. Therefore I will initiate employment with your firm immediately following graduation. I look forward to seeing you then.

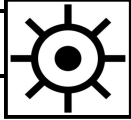
Sincerely, XXX

A candidate's application:

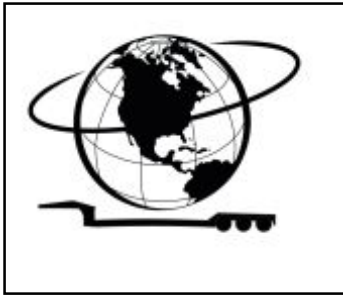
"This has reference to your advertisement calling for a "typist" and an "accountant" – "Male or Female"... As I am both for the past several years and I can handle both, so I am applying for the post ..."

Actual letter written for application of leave:

"My wife is suffering from sickness and as I am her only husband at home I may be granted a leave..."



It is interesting to know: Date and time notation in the world:

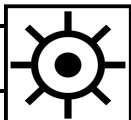


Different conventions exist around the world for date and time notation, both written and spoken. For example: 1) The order in which the year, month and day are written; 2) How weeks are identified; 3) Whether the 24-hour clock or the 12-hour clock is used; 4) The punctuation used to separate elements in all-numeric times. International standard ISO 8601 defines unambiguous written all-numeric big-endian formats for dates, such as 2011-12-31 for 31 December 2011 (yyyy/m/d), and time, such as 23:59:59 for 23 hours, 59 minutes, and 59 seconds. The written date format in Australia, as in the UK, US and New Zealand, is d/m/yyyy (e.g., 31/12/2011).



Have Fun! Lawyer Jokes!

Interviewer said "I shall either ask you ten easy questions or one really difficult question. Think well before you make up your mind!" The job seeker thought for a while and said, "My choice is one really difficult question." "Well, good luck to you, you have made your own choice! Now tell me this. "What comes first, Day or Night?" The young man was jolted in to reality as his selection depends on the correctness of his answer, but he thought for a while and said, "It's the DAY sir!" "How?" the interviewer asked, "Sorry sir, you promised me that you will not ask me a SECOND difficult question!" He was selected! The Moral: "Technical Skill is the mastery of complexity, while Creativity is the master of presence of mind".



It is interesting to know: Communication etiquette in the USA:

1. Good eye contact during business and social conversations shows interest, sincerity and confidence.
2. Introductions include one's title if appropriate, or Mr., Ms, Mrs. and the full name.
3. Business cards are generally exchanged during introductions. However, they may be exchanged when one party is leaving.
4. A smile is a sign of friendliness, and in rural areas you may be greeted with a "hello" rather than a handshake.



Before you start: My questions to you:

1. Have you ever had any working experience?
2. Have you ever written any Job Application Letters?
3. What is a CV (Curriculum Vitae)? Is it the same as the Job Application Letter? What is its purpose?
4. Why is the Job Application or Cover Letter so important? What should it (they) indicate?
5. Are there any special requirements for the Job Application Letter layout and content?
6. How do people generally search for possible job positions?
7. What should any person know before applying for a job?

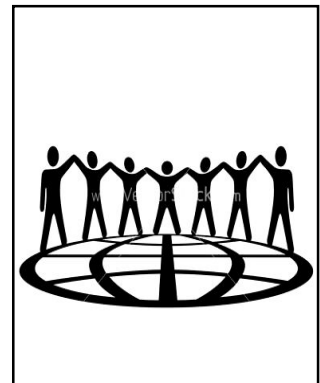


Text 3. Writing a Cover letter or a Job Application Letter

http://www.ehow.com/how_5838187_job-lawyer.html By Roger Thorne
<http://jobsearch.about.com/od/coverletters/a/aa030401a.htm> By Alison Doyle

Read the given text and pay attention to the words in bold type:

Fancy, you've got into the law school, made it through with your last final and maybe even taken and passed the bar exam. The question now is, what about a job? Finding a job as a lawyer can be **tough**, especially if you don't already have one lined up after law school. Lawyers are always needed somewhere, however, and even if you don't find your dream job right away, you can usually find some sort of **employment**.



Use your law school's career or job **placement** center. Law firms and companies hiring lawyers will often inform these offices of new jobs, and don't list the **openings** anywhere else. Use your **network** to your advantage. Finding a job as an attorney often comes down to knowing the right people. Some law firms may need new attorneys but haven't started the **application process**. Others may be considering taking on new lawyers but haven't decided yet. Talking to **colleagues**, friends and other people you know is one of the best ways to find these jobs. A **recommendation** from a colleague goes along way, as personal relationships can count more than what is on your **resume**. Apply for a government position. Working in private practice may be your goal, but these jobs can be very **competitive** and finding one soon after you graduate can be difficult. Governments, be

they local, state or federal, are often searching for attorneys and can be a great place to get your first job.

O.k., you could find some opening, write the best resume in the world

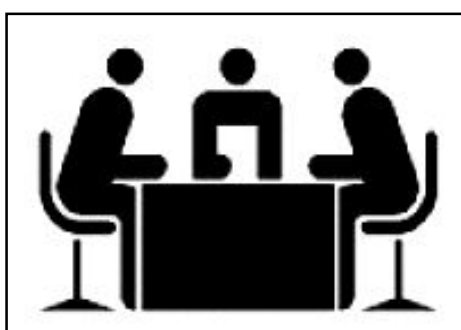


and be **highly qualified** for a job, but if your cover letter is poorly written, **generic**, or **misguided**, you can pretty much throw your chances out of the window. The cover letter is your first, and sometimes your only opportunity to **grab** an employer's attention and let them know why your resume is **worth**

reading.

A cover letter, also known as a letter of application, is a document sent with your resume to **provide** additional information on your skills and experience. A letter of application typically provides detailed information on why are you are qualified for the job you are applying for; explains the reasons for your interest in the specific organization and **identifies** your most **relevant skills** or experiences. Your application letter should let the employer know what position you are applying for, why the employer should select you for an interview, and how you will follow-up.

There are many different ways to write a cover letter, depending on the employer and the method of **transmission**. A cover letter should **complement**, not **duplicate** your resume. Its purpose is to interpret the data-oriented, factual resume and add a personal touch. The other purpose of a job application letter is certainly to get an interview! Your cover letter



may cause the **alternative** between obtaining a job interview and having your resume ignored.

So, it makes good sense to devote the necessary time and effort to writing effective cover letters. Writing a cover letter often seems like a particularly **daunting** task,

however it is often your earliest written contact with a **potential** employer, creating a critical impression.

There are three general types of cover letters:

- 1) The application letter which responds to a known job opening;
- 2) The prospecting letter which inquires about possible positions;
- 3) The networking letter which requests information and assistance in your job search.

Your cover letter should be designed specifically for each purpose outlined above as well as for each position you seek.

Here are some tips to effective cover letter writing:

- 1) Address the letter to a specific person.
- 2) Indicate the specific position for which you are applying.
- 3) Be specific about your qualifications.
- 4) Show what separates you from other applicants.
- 5) Show your knowledge of the company and the position.
- 6) Refer to you resume (which you would enclose with the letter).
- 7) Ask for an interview.

When writing an application letter you should include:

- 1) First Paragraph: Why you are writing – mention the job you are applying for and where you found the listing.
- 2) Middle Paragraph(s): What you have to offer the employer – mention why your skills and experience are a good fit for the job.
- 3) Last Paragraph: Say thank you to the hiring manager for considering you and note how you will follow up.



Exercise A. Use an appropriate word or phrase from the box of words to complete each of the sentences given below:

potential	worth reading	duplicate	alternative
relevant skills	grabs	identify	complements
highly qualified	recommendation	misguided	competitive
application process	transmission	openings	employment
tough	daunting	provide	generic

1. We were _____¹ by the flashy advertisements for what turned out to be pretty lousy attorney office.

2. We will contact you at the earliest opportunity to suggest an _____² or refund.

3. Afternoon workshops will _____³ priorities for each of the six pillars followed by a plenary session on delivering the manifesto.

4. I can see a few _____⁴ problems with our US visa _____⁵.

5. Some Limited Liability Companies are doing their business without even having _____⁶ personnel though trying to _____⁷ the newest innovative and _____⁸ Apple–Macintosh technologies on the market.

6. Our law firm generally announces _____⁹ for experienced candidates only who should possess _____¹⁰, education and qualifications.
7. With his practicality and her refreshing enthusiasm, they are perfect _____¹¹ to each other in their fraudulent tricks.
8. Few things are more _____¹² than having to speak in front of a large crowd.
9. For some WAN networks the default value may be too short, causing unnecessary _____¹³ packets to be sent via _____¹⁴ route.
10. Part-time job on the _____¹⁵ of your colleagues in the same office might be a good career ladder to change your trial entry to paid _____¹⁶.
11. Good police work on high-profile crime _____¹⁷ headlines of all local newspapers but people who work behind the scenes make an impact too.
12. Legal questions are addressed in chapter three, in a somewhat _____¹⁸ fashion.
13. He is trying to wrong-foot all those who oppose 90-days detention to prove that only he is _____¹⁹ on terrorism.
14. It's an excellent novel with good fight scenes and well _____²⁰.



Exercise B. Choose the best explanation for each of the words:

<p>a) placement</p> <p>1) mismanagement 2) employment 3) installation</p>	<p>b) resume</p> <p>1) manuscript 2) addition 3) outline of experience</p>	<p>c) competitive</p> <p>1) aggressive 2) expensive 3) contesting</p>
<p>d) network</p> <p>1) communication 2) acquaintances 3) passage</p>	<p>e) colleague</p> <p>1) antagonist 2) adversary 3) associate</p>	<p>f) generic</p> <p>1) exclusive 2) general 3) individual</p>



Exercise C. Use the given Letter of Application Sample to write your own cover letter. Use the words and expressions from the box of words to fill in the gaps. Apply for a paralegal position:

qualification	utilizing	interview	ideal	call
consider	letter	research	contact	resume
paralegal	experience	work	regular	discuss
candidate	position	achieve	number	success
targets	response	magazine	skills	e-mail

Your Name
Your Address
Your City, State, Zip Code
Your Phone Number
Your Email

Contact Name

Title

Company Name

Address

City, State, Zip Code

Dear Mr. Drawry,

In _____¹ to the _____² position published in Legal Affairs _____³, I am writing this letter. I read about your firm and its growing _____⁴. I believe that I am an _____⁵ _____⁶ for this _____⁷ as I have all required _____⁸ and _____⁹.

I would like to work for your office by _____¹⁰ my writing skills and my _____¹¹ _____¹² potential. My _____¹³ would help me to _____¹⁴ goals and _____¹⁵, be ready for work beyond the _____¹⁶ practice.

Please _____¹⁷ my _____¹⁸. I would like to _____¹⁹ my skills, qualification and experience with you if you are interested in arranging an _____²⁰. I am waiting for your _____²¹. Please _____²² me at my above telephone _____²³ or _____²⁴ me on XXX@rdiffmail.com.

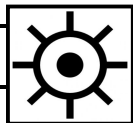
Thank you for reading my _____²⁵.

Sincerely,

(Signature)

Your Name.

Enclosure: Resume



It is interesting to know: Styles of communication:

<http://www.angelfire.com/az2/webenglish/commstyles.html>

Every time we speak, we choose and use one of the **four (4) basic communication styles:**

1. Assertive Communication is the most effective and healthiest form of communication. It's how we naturally express ourselves when our self-esteem is intact, giving us the confidence to communicate without games and manipulation. When we are being assertive, we work hard to create mutually satisfying solutions. We communicate our needs clearly and forthrightly. We care about the relationship and strive for a win/win situation. We know our limits and refuse to be pushed beyond them

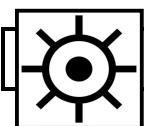


just because someone else wants or needs something from us. Surprisingly, assertive is the style most people use least.

2. Aggressive communication always involves manipulation. We may attempt to make people do what we want by inducing guilt (hurt) or by using intimidation and control tactics (anger). Covert or overt, we simply want our needs met – and right now! Although there are a few arenas where aggressive behavior is called for (i.e., sports or war), it will never work in a relationship. Ironically, the more aggressive sports rely heavily on team members and rational coaching strategies. Even war might be avoided if we could learn to be more assertive and negotiate to solve our problems.

3. Passive communication is based on compliance and hopes to avoid confrontation at all costs. In this mode we don't talk much, question even less, and actually do very little. We just don't want to rock the boat. Passives have learned that it is safer not to react and better to disappear than to stand up and be noticed.

4. Passive-Aggressive Communication. A combination of styles, passive-aggressive avoids direct confrontation (passive), but attempts to get even through manipulation (aggressive). If you've ever thought about making that certain someone who needs to be "taught a thing or two" suffer (even just a teeny bit), you've stepped pretty close to (if not on into) the devious and sneaky world of the passive-aggressive. This style of communication often leads to office politics and rumors mongering.



It is interesting to know: Communication styles table:

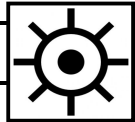
<http://www.drbackman.com/communication-styles.htm>

<http://www.jenniferwebb.com/communicate.htm>

FACTORS	EXPRESSER	DRIVER	RELATER (AMIABLE)	ANALYTICAL
How to Recognize	They get easily excited.	They like their own way; decisive and have strong viewpoints.	They like positive attention, to be helpful and to be regarded warmly.	They seek a lot of data, ask many questions, behave methodically, systematically.
Tends to Ask	Who? (the personal dominant question)	What? (the results oriented question)	Why? (the personal non-goal question)	How? (the technical analytical question)
What They	Boring explanations/	Someone wasting their	Rejection, treated	Making an error, being

Dislike	wasting time with too many facts.	time trying to decide for them.	impersonally, uncaring and unfeeling attitudes.	unprepared, spontaneity.
Reacts to Pressure and Tension By	"Selling" their ideas or argumentative.	Taking charge taking more control.	Becoming silent, withdraws, introspective.	Seeking more data and information.
Best way to Deal With	Get excited with them. Show emotion.	Let them be in charge.	Be supportive; show your care.	Provide lots of data and information.
Likes To Be Measured By	Applause, feedback, recognition.	Results, Goal-oriented.	Friends, close relationships	Activity and busyness that leads to results.
Must Be Allowed To	Get ahead quickly. Likes challenges.	Get into a competitive situation. Likes to win.	Relax, feel, care, know you care.	Make decisions at own pace, not cornered or pressured.
Will Improve With	Recognition and some structure with which to reach the goal.	A position that requires cooperation with others.	A structure of goals and methods for achieving each goal.	Interpersonal and communication skills.
Likes to Save	Effort they rely heavily on hunches, intuition, feelings.	Time. They like to be efficient, get things done now.	Relationships. Friendship means a lot to them.	Face. They hate to make an error, be wrong or get caught without enough info.
Learning Style	Very verbal, never met a stranger, abstract thinkers, creative. Influence others easily. They are people-centered, so love team-work. They	Action-oriented; make quick decisions, poor listeners; highly opinionated; love to dominate the others in work.	Terrific listeners and are great team players; responsible, reserved, logical, cooperative, patient and persistent; too tentative.	Perfectionists; see themselves as experts. Love to teach; critical thinkers; ask for everything with great detail; must have everything in writing.

	have lots of energy.			
For Best Results	Inspire them to bigger and better accomplishments	Allow them freedom to do things their own way.	Care and provide detail, specific plans and activities to be accomplished	Structure a framework or "track" to follow.



It is interesting to know: More about Communication styles:

<http://www.peterursbender.com/quiz/all.html>

TYPE	STRENGTHS	WEAKNESSES	ALSO KNOWN AS:
EXPRESSIVE Symbol: Peacock	Good communicator; enthusiastic; imaginative.	Talks too much; dreamer; unrealistic; comes on too strong	Sanguine; Intuitive; Front Man; Impulsive; Affective
DRIVER Symbol: Eagle	Independent; decisive; determined	Domineering; too focused on doing it "my own way"; has trouble operating with the others	Choleric; Director; Action Man; Boss; Behavioral
RELATER (Amiable) Symbol: Dove	Supportive; patient; diplomatic	Not assertive or directive; tends to conform to wishes of others; no time boundaries with no result	Phlegmatic; Feeler; People Man; Helper; Interpersonal
ANALYTICAL Symbol: Owl	Thinking; thorough disciplined	Too rigid or demanding of self and others; goes too far; perfectionist; Excludes feelings from decisions	Melancholic; Thinker; Thought Man; Processor; Cognitive



My post-reading questions to you:

1. Examine the above given Interesting Facts about the styles of communication.
2. What type of communication do you prefer?
3. What type of communication is regarded as the most effective and

healthiest form of interrelations between people especially at work?

4. What advantages/ disadvantages each style of communication may bear?

5. Which type of personality are you in relationships with the others?

6. Which type of personality seems the most attractive to you in terms of communication with the others?

7. What are the advantages and disadvantages which each type of individuals (listed in my table) due to their style of communication may have?

8. What is your personal profile type according to the given table?

9. Are you satisfied with all your qualities in terms of your relations with the others? If possible, please, analyze all Pros and Cons. Give reasons.



Exercise D. Have a look at these situations and decide how a person with *passive*; *aggressive*; *passive-aggressive*; *assertive* style of communication would react. What would you/he/she do?

P – passive; **A** – aggressive; **PA** – passive-aggressive; **ASS** – assertive

N ^o	SITUATIONS	P	A	PA	ASS
1	You are trying to concentrate on some important work. A few of your co-students are laughing and horsing around. What would you do?
2	Your professor has borrowed your laptop to do some work. He has had it for several hours and it is now time to go home. You really want to take it home to do some personal work. What would you do?
3	Your boss walks up behind you when you are using the company phone for a personal call. "How much longer do you plan to waste your time?" he asks. What do you do?
4	You are the head of your department. A young lady who works for you has started coming to work late every day and is extremely moody. What do you do?
5	You are a junior partner in a small law firm. One day, your senior partner asks you to get some cigarettes for him from the store across the street. What do you do?



Exercise E. Create your own cover letter. Apply for a position of an Attorney –at –law in a large law firm. Do not follow the rules of cover-letter-writing, just make it so as to exactly show that:

- 1) You are a complete Expresser.
- 2) You are 100% Driver.
- 3) You are an Amiable (Relater) in the third generation.
- 4) You are a recognized Analytical.



Exercise F. Review the following cover letter. Using the checklist, write an e-mail to the writer offering some advice for revision:

Cover Letter Editing Checklist:

1. Introduction + Knowledge of the Reader's Organization

Is this letter addressed to a specific, real individual?

Where has the author learned about the job?

Has the author persuaded his reader that he knows about his organization?

Was there any knowledge demonstrated related to the specific job he wants?

Does the letter convey a sense that the author admire the company?

2. Qualifications:

Was overpersonalizing avoided (age, sex, marital status, etc.)?

Were any hobbies and activities mentioned?

Is it relevant at all to include any personal information?

Was any knowledge, abilities, and experiences relevant to the specific job for which he is applying described in this résumé?

3. Closing:

Does the letter include a cordial ending?

Does it clearly set a plan of action?

4. Format:

Has the author used a standard business letter format?

Does this letter have all the elements of a business letter?

5. Return Address:

Check inclusion of: Date; Full address (including title) for the person to whom the author is writing; Salutation; Signature block; Signature.

6. Ethical

Were the facts truthful about the author's experience and accomplishments?

7. Correctness:

Are spelling, punctuation, and grammar correct?

8. Overall:

Was it demonstrated that the author is a skilled communicator?

174 Oak Lane
Blacksburg, VA 24063
January 26, 2010

Northwest Law Consultants
3 Dram Way
Hillsdale, VA 25450

Dear Sir or Madam:

I am currently a student in the School of Law and will graduate in May. I want to be part of a dynamic law team where I can be productive and continue to improve my communication and management skills. I am particularly interested in IP rights and computer systems and have done some special work in that area.

I visited your company last year in November and liked what I saw. So, I am very interested in being considered for a position that is challenging with potential for growth and advancement. I have enclosed my resume.

Please contact me at the above address or leave a message at (540) 373-0342. I look forward to hearing from you.

Best regards, Joey J., Law Student



Exercise G. Using the plan and tips below create interview questions for lawyer positions by yourself:

The interview questions can be used for positions such as: corporate lawyer, accident lawyer, labor lawyer, etc. Choose any due to your preference.

1. Identify Lawyer functions.
2. Create a list of duties and tasks for each function.
3. Create interview questions by the following structure:
 - 1) What are lawyer functions? What are lawyer tasks that to implement each function?
 - 2) How to perform each task or function of lawyer positions?
 - 3) What are the output of each task or function for lawyer position?
 - 4) How to measure each lawyer task or function?
 - 5) How to control each lawyer task or function?



Exercise G. Treasure Hunt// Are you able to answer some Specialized Lawyer interview questions?



Fancy that you are a divorce-lawyer in your country. Find answers to the following questions. Use any Web-resources to enhance your knowledge:

Questions:	Web-support:
1. What are divorce lawyer functions and tasks?
2. What is your educational background?
3. Do you need any experience to handle any divorce matter?
4. What are the possible outcomes of a divorce case?
5. What are the alternatives in resolving the divorce matter?
6. What kind of approach will you take to resolve the matter?
7. Do you recommend mediation or arbitration?
8. What is a ballpark figure for the total bill?
9. How will you keep your client informed of progress?
10. Can junior attorneys or paralegals in your office handle some of the administrative work at a lower rate?
11. How long do you foresee the divorce case taking?
12. What would be your best estimate on the final costs?
13. What are the chances of your client on full custody, joint custody, increased time, etc.?
14. How do you feel about taking cases to a jury? What percentage of divorce cases have gone to a trial by jury?
15. Are you aware about the Child Support guidelines?
16. Are you familiar with any of the judges in this county?
17. What is your normal hourly rate?
18. Are there any complicated issues in the divorce cases?
20. Can your client get support money during the period of separation, or must he pay support money to anyone?
20. How often do divorce cases involve issues connected with custody, support, business valuations, financial settlements?
21. Should your client reside in the area where you practice?
22. What other fields of law are within your professional interests and capabilities?
23. What types and amounts of support payments are likely to be required after the divorce is final?
24. What kind of property division is likely when the divorce is final?
25. How long should the divorce process take?
26. What are the advantages or disadvantages of each options besides litigation for your client in a divorce case?
27. Do you have any personal feelings about the cases you would have to handle and represent in the court of law?
28. How much “on the floor” experience do you have in family law or custody cases in this county?



Before you start: My questions to you:

1. Have you ever filled in any Application forms? When do we need to fill in any Application forms? What is the general purpose of such forms?
2. What is a resume? Is it the same as a CV? If not, how do they differ?
3. Do resume and CV have anything in common? What common purposes do they share?
4. What are the traditional types of resume? If possible, name any. If possible, please, explain the peculiarities of each of the type.
5. Does a resume need any special format and layout?
6. How big should an effective resume be?
7. Which do you prefer better: writing a resume or writing a CV? Give reasons.



Text 4. Writing a Resume or CV (Curriculum Vitae)

http://www.quintcareers.com/curriculum_vitae.html by Randall S. Hansen
<http://www.probelov.net/topic/1636-applying-for-a-job.html>

Read the text and pay attention to the words and expressions in bold type:

After you have found some job that interest you, the next step is to apply for it. Many potential employers require completing and **submitting** application form (a printed document with spaces in which to write answers to some questions), resume or CV, and a cover letters. Regardless of your experience, qualifications or intelligence, you'll still need to pass through the selection procedure while applying for jobs. Finding permanent or summer employment is often a difficult and **confusing** process, with **hectic deadlines**, **stress-inducing** interviews, and unfamiliar rules of **etiquette**. However, by becoming familiar with the **recruiting** schedule and process it is possible to land the perfect job with little effort.



To apply for jobs you need to write a **resume**. Luckily, resumes are free because you can write them yourself. Both vitas (CV) and resumes have similar purposes – they serve as marketing documents that provide key information about your skills, experiences, education, and personal qualities

that show you as the ideal candidate. Where a resume and Curriculum Vitae differ is their use, format, and length.

A resume is a summary or **snapshot** of what you have achieved and who you are. It is a very important part of your job application, as it contains a brief **outline** of your personal details, employment history, education, skills and interests. Less important but still significant is a list of skills to be included such as your computer **competence** and knowledge of foreign languages, as well as awards or honors. Be sure to include your contact information with a phone number, street address, e-mail address, and web page URL. Resumes traditionally exist in three basic formats: **chronological**, functional, and a combination of the two.

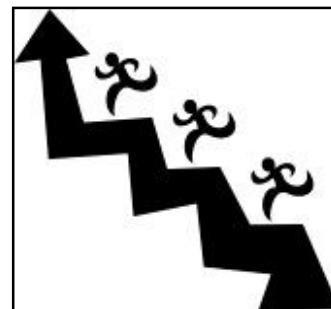



Curriculum Vitae – often called a CV or vita – is a short **concise** document which summarizes your past professional skills and experiences. The purpose of this document is to demonstrate that you have the necessary skills (and some **complementary** ones) to do the job for which you are applying. CV tends to be used more for scientific and teaching positions than a resume. Thus, vitas tend to provide great detail about academic and research experiences. Where resumes tend toward **brevity**, vitas lean toward **completeness**. Unlike resumes, there is no set format to vitas. While vitas do not have the one-page rule of resumes, you need to walk the line between providing a good quality of depth to **showcase** your qualifications (so as to attract potential employer interest) and providing too much information (which could appear **verbose** and turn off potential employer interest).

Presentation and **sequence** of items with your CV are very important, as well as in advertising. Remember, that most people get it wrong, which makes it easier for you when you get it right. When you are selling anything you need to get to the **key points** quickly. The quicker the reader can read and absorb the key points the more likely they are to buy. A well presented and well-structured CV also **indicates** that you are professional, **business-like** and well organized. For all but very senior positions you should aim to fit your CV on one side of a standard sheet of business paper. For large corporation director positions two or three sheets are **acceptable**, but a well-presented single side CV will always tend to impress and impact more than lots of details spread over a number of pages. Always try to use as few words as possible. In CV writing, like in

advertising, "less is more". This means you need to think carefully about the words you use – make sure each one is working for you – if any aren't, remove them or replace them. Never use two words when one will do.

Typical vita categories or headings may include some or all of the following: 1) Personal/ Contact Information (name, address, phone number(s), email); 2) Academic Background (postgraduate work; graduate work/degree(s): major/minors; thesis/ dissertation titles; honors; undergraduate degree(s): majors/ minors, honors); 3) Professional Licenses/ Certifications; 4) Academic/Teaching Experience (courses taught, courses introduced; innovation in teaching; teaching evaluations); 5) Technical and Specialized Skills; 6) Related/ Other Experience (other work experience); 7) Professional/Academic Honors and Awards; 8) Professional Development (conferences/workshops attended, other activities); 9) Research/Scholarly Activities (journal articles; conference proceedings; books; chapters in books; magazine articles; papers presented/ workshops; work currently under submission; work in progress); 10) Grants; 11) Service (academic; professional; community); 12) Academic/Research Interests; 13) Affiliations/Memberships; 14) Foreign Language Abilities/ Skills; 15) Consulting; 16) Volunteer Work; 17) References.



 Exercise A. Use an appropriate word or phrase from the box of words to complete each of the sentences given below:			
advertising	business-like	key points	presentation
acceptable	sequence	brevity	showcase
indicate	verbose	complementary	completeness
concise	chronological	competence	outline
snapshot	resume	submits	stress-inducing
hectic	deadlines	etiquette	recruiting

1. If you are awarded the research prize you will be expected to deliver a verbal _____¹ at the winter meeting of the Society.
2. The user must first know the _____² of working with PC that he can later be able to secure communications.
3. At first reading, the book may appear to be an exact _____³ manual.
4. Philips used a global _____⁴ campaign to promote the new brand.
5. By looking at these details we are often able to help you to arrange a

mutually _____⁵ payment plan.

6. Students would have to put the facts in the right order and so identify the _____⁶ _____⁷.

7. The comparative _____⁸ of his career as a judge (only six years) may also _____⁹ the lack of mere skills and professional _____¹⁰ as a matter of fact.

8. The aim is to tackle topical issues, create debate, _____¹¹ excellence and enable professionals like you to network.

9. The logical conclusion which should be drawn from my rather _____¹² _____¹³ I leave to my readers to draw.

10. Our Network project includes the seven experienced teams, with mutually _____¹⁴ skills and research work qualifications.

11. Apart from the _____¹⁵ and _____¹⁶ lifestyle schedule, we also had to cope with the social scene with all its _____¹⁷, good manners, etc.

12. These imposed _____¹⁸ have become the norm both for the public sector and commercial business.

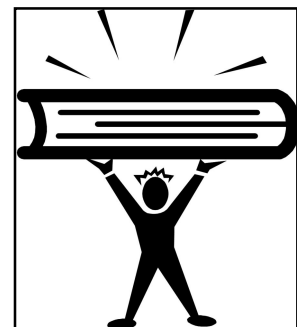
13. The unemployment ratio _____¹⁹ a _____²⁰ _____²¹ of the position of the labor market and the _____²² organizations at a given point of time.

14. Here is a brief _____²³ of some of the main points of the Treaty, though covering in its _____²⁴ practically every aspect in question.



Important Issues – Choosing a Resume Format:

1. The chronological resume is probably the one with which most people are familiar. On it, work experience is listed in reverse chronological order (most recent job first). The period of time during which you were employed is listed first, followed by the name of the employer and then the employer's location. A description for each job is also included. Following



work history is a section on education. If you are trying to show career growth, a chronological resume may be the way to go. However, if your work history has been spotty or if it has been stagnant you shouldn't use a chronological resume. If you are changing careers, it is not for you either.

2. A functional resume categorizes skills by function, emphasizing your abilities. This is useful if you are changing careers and want to show how you can transfer your skills. A functional resume shows prospective employers what you can offer them. A functional job objective is given

first, followed by several paragraphs, each discussing a different job function, e.g., Supervision and Management, Accounting, Writing and Editing, etc. If you are customizing your resume for different employers, you can change your functional job objective as well as the order in which you list the functions. However, if you don't list your previous jobs, the person reviewing your resume may be suspicious.

3. A combination resume is exactly what it sounds like — it combines a functional resume with a chronological one. An objective is listed at the top, after your name and address, of course. Following that are paragraphs describing job functions. A section titled "Employment Experience" comes next. That is where the chronological part of the resume comes in: list here employers and dates. No further descriptions of your abilities are necessary. This is a useful format if you are changing careers but have a solid employment history or if your job duties on a single job were very diverse and you want to stress your various abilities or if you spent a long time at one job but moved up through the company.

4. A targeted resume is a resume that is customized so that it specifically highlights the experience and skills you have that are relevant to the job you are applying for. It definitely takes more work to write a targeted resume than to just click to apply with your existing resume. However, it's well worth the effort, especially when applying for jobs that are a perfect match for your qualifications and experience.

5. A mini resume contains a brief summary of your career highlights qualifications. It can be used for networking purposes or shared upon request from a prospective employer or reference writer who may want an overview of your accomplishments, rather than a full length resume.



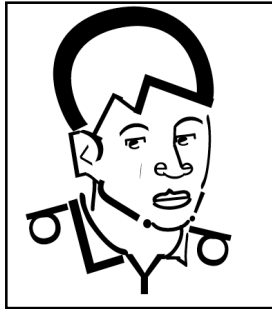
Have Fun! Lawyer Jokes!

A lawyer was filling out a job application when he came to the question: "Have you ever been arrested?" He answered no to the question. The next question, intended for those who answered the preceding question with a yes, was "why?" Nevertheless, the lawyer answered it: "Never got caught."

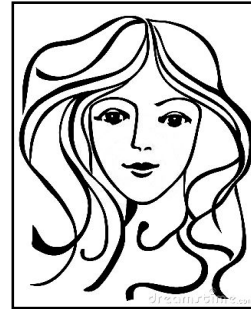
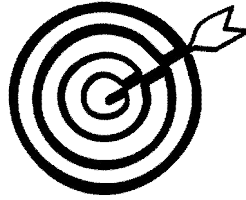
A Dublin lawyer died in poverty, and many people donated to a fund for his funeral. The Lord Chief Justice was asked to donate a shilling. "Only a shilling?" said the Justice, "Only a shilling to bury an attorney? Here's a guinea; go and bury twenty more of them."



Exercise B. Fill in the Job Application Form as if you are Betty Ann Bradley or Raymond Archibald Gingham – both contest for a position of a paralegal in Road Stream Law Firm in Baltimore, MD, USA:



Raymond Archibald Gingham



Betty Ann Bradley

JOB APPLICATION FORM

Instructions: Print clearly in black or blue. Answer all questions. Sign and date the form.

PERSONAL INFORMATION:

First Name _____

Middle Name _____

Last Name _____

Street Address _____

City, State, Zip Code _____

Phone Number () _____

Are you eligible to work in the United States? Yes _____ No _____

If you are under age 18, do you have an employment/age certificate?

Yes ___ No ___

Have you been convicted of or pleaded no contest to a felony within the last five years? Yes _____ No _____

If yes, please explain: _____

POSITION/AVAILABILITY:

Position Applied For _____

Days/Hours Available

Monday ___ Tuesday ___ Wednesday ___ Thursday ___ Friday ___

Saturday ___ Sunday ___

Hours Available: from ___ to ___

What date are you available to start work? _____

EDUCATION:

Name and Address Of School – Degree/Diploma – Graduation Date _____

Skills and Qualifications: Licenses, Skills, Training, Awards _____

EMPLOYMENT HISTORY:

Present Or Last Position: _____

Employer: _____

Address: _____

Supervisor: _____

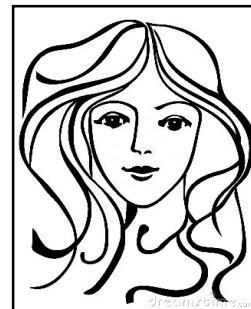
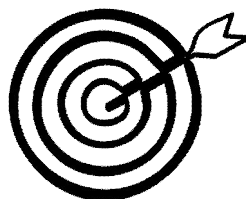
Phone: _____
 Email: _____
 Position Title: _____
 From: _____ To: _____
 Responsibilities: _____
 Salary: _____
 Reason for Leaving: _____
 Previous Position: _____
 Employer: _____
 Address: _____
 Supervisor: _____
 Phone: _____
 Email: _____
 Position Title: _____
 From: _____ To: _____
 Responsibilities: _____
 Salary: _____
 Reason for Leaving: _____
 May We Contact Your Present Employer?
 Yes _____ No _____
 References:
 Name/Title Address Phone _____
 I certify that information contained in this application is true and complete. I understand that false information may be grounds for not hiring me or for immediate termination of employment at any point in the future if I am hired. I authorize the verification of any or all information listed above.
 Signature _____
 Date _____



Exercise C. Examine the Instructions given below and help Betty Ann Bradley and Raymond Archibald Gingham in writing resumes. As you already know, they both contest for a position of a paralegal in Road Stream Law Firm in Baltimore, MD, USA. Choose the resume format which you regard the most suitable for this particular case. Give reasons!



Raymond Archibald Gingham



Betty Ann Bradley

A chronological resume (1):

Your name
Street Address
City, State, Zip Code
Phone Number
Your e-mail address
EXPERIENCE: (in reverse chronological order list the period of time; the name of the employer; the employer's location; description of the job)
EDUCATION: postgraduate work; graduate work/degree(s): major/minors; thesis/dissertation titles; honors; undergraduate degree(s): majors/minors, honors
COMPLEMENTARY SKILLS: Computer Skills; knowledge of foreign languages.

A functional resume (2):

Your name
Street Address
City, State, Zip Code
Phone Number
Your e-mail address
OBJECTIVE
To obtain a position of _____ where I can maximize my multilayer of _____ skills: _____
SUMMARY OF QUALIFICATIONS

PROFESSIONAL ACCOMPLISHMENTS

EDUCATION

A combination resume (3):

Your name
Street Address
City, State, Zip Code
Phone Number
Your e-mail address
OBJECTIVE: _____
COMPLEMENTARY SKILLS: _____
EXPERIENCE: _____
EDUCATION: _____
REFERENCES: Available upon request _____


A mini resume (4):

Your name Street Address City, State, Zip Code Phone Number Your e-mail address
CAREER HIGHLIGHTS: *A mini resume lists your key achievements and skills. **The best way to present the information is in a bulleted or highlighted list format.

A targeted resume (5):

Your name Street Address City, State, Zip Code Phone Number Your e-mail address
SUMMARY OF PROFESSIONAL QUALIFICATIONS
<hr/> PROFESSIONAL AFFILIATIONS* <hr/>
PROFESSIONAL EXPERIENCE <hr/>
EDUCATION

* the professional associations and community who you deal with professionally

	Exercise D. Write your accomplishment statements in a bullet list format. Begin each entry with a powerful verb that refers specifically to a result. Think of your real and future achievements:
1. Accomplished	16. Structured
2. Earned	17. Founded
3. Achieved	18. Reorganized.....
4. Consolidated	19. Transformed.....
5. Converted	20. Simplified.....
6. Coordinated	21. Designed.....
7. Strengthened.....	22. Won.....
8. Established.....	23. Invented.....
9. Redesigned.....	24. Solved.....


10. Implemented.....	25. Wrote.....
11. Streamlined.....	26. Produced.....
12. Eliminated.....	27. Launched.....
13. Certified.....	28. Well connected.....
14. Integrated.....	29. Opened.....
15. Managed.....	30. Scheduled.....



Exercise E. Formal skills are specific to a particular job. In the left row please find examples of disciplines requiring formal skills. Match them with the appropriate skills from the row to your right:

Examples of disciplines	Formal appropriate skills (abilities)
1) Art, Design and Media	a) to employ hypothesis tests; collect appropriate data; conduct interviews and construct questionnaires
2) Microbiology	b) to work with constantly changing environments; to help develop local, regional and national sport and tourism business
3) Accountancy and Finance	c) to write well structured programs in a common object-oriented language
4) Education	d) to facilitate educational discussion groups for children about art; to negotiate with collectors on the sale of gallery artworks
5) Geosciences	e) to apply chemistry theory to practice in order to design and carry out laboratory experiments
6) Sport and Tourism	f) to know how to operate within an organization; to provide planning and analysis in advance of starting the work
7) Physical Sciences	g) to maintained accounts, journal entries and recording auditors statements and documents
8) Chemistry	h) to apply theory and methods from the natural and social sciences to earth processes and social systems
9) IT (Information Technology)	i) to handle micro-organisms in a safe and competent manner
10) Mathematics and Statistics	g) to integrate the learning guided by the

	program with a personal interests in education
11) Project management	k) to provide and manage direct patient care, including physical examinations, evaluations, assessments, diagnoses and treatment for a specified group (patients)
12) Language and Linguistics	l) to organize, manage and navigate database management systems
13) Medicine	m) to apply physical laws to a wide range of physical situations
14) Psychology	n) to formulate a wide range of problems in mathematical and statistical terms; apply logical thinking to problems
15) Computer Programming	o) to express excellent command of foreign language, particularly in area of linguistics

 **Exercise F.** Identify as many transferable* skills as you can from those verbs listed below. Mark transferable skills with a tick:



Transferable skills (T) – are those skills that can be used by any company or organization or in any industry.



Skill	T	Skill	T	Skill	T
Analyze		Develop		Negotiate	
Translate		Defend		Recommend	
Facilitate		Examine		Recruit	
Calculate		Interview		Compose	
Coordinate		Supervise		Construct	
Research		Reengineer		Administer	
Execute		Exhibit		Evaluate	
Teach		Monitor		Direct	
Collaborate		Schedule		Sympathize	
Speak		Heal		Counsel	
Collect		Lead		Listen	
Coach		Advise		Mentor	
Budget		Write		Articulate	



Exercise G. To your left is the list of so called managerial skills. Match them with the appropriate explanation from the right row:

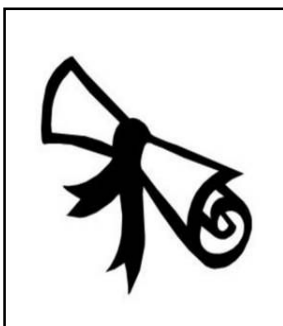
Managerial skills	Explanation
1) Observation	a) Providing training and strategies to strengthen the weaker skills in the team.
2) Monitor Employee Performance	b) Planning and being prepared for the future due to on going review and research.
3) Implementation of Professional Development Programs	c) Regular consultations with experts; strong knowledge/ experience of the processes leading to results.
4) Demonstration of Working Knowledge and Expertise	d) Equal frequent encouragement and clear criteria for on going goals should be on a regular basis.
5) Good Decision Making	e) To be always up-to-date with what is happening in the work place
6) Ability to Conduct and Evaluate Research	f) Consider all the different factors before making a decision.



Important Issues –

What is a Winning Resume Supposed to Achieve?

<http://www.easyjob.net/resume/resume-outline.html>



1. First of all, make sure you really understand what your resume is supposed to achieve. A well written, winning resume is a personal marketing tool, whose purpose is to get you an interview.

2. The resume is the first impression a potential employer will have: it is better to be a good one. It must convey the right message to the company and must do it

quickly: it must show your achievements and your value as an employee in an assertive, sharp and proactive way.

3. The third very important point is using the right keywords in your resume wording. Resume keywords are the nouns, adjectives, and sometimes verbs and short phrases that describe your experience, education, essential knowledge, abilities, and skills required to do your job. As nowadays most

companies collect and keep a database of electronic resumes, they search this database for keywords that describe the qualifications they want in a candidate, when hiring managers need to fill a position.

4. Never start your resume by wasting the hiring manager's time explaining what YOU want to do. He or she couldn't care less. The only thing that interests the prospective employer is what you can do for THEM.

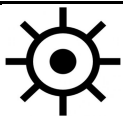
5. Start your resume outline with a hard-hitting opening statement packed with your skills, abilities, personal attributes and accomplishments.

6. Your resume profile must quickly show: Who you are? And what you can do for the company?

7. Nothing is more convincing than a clear, specific and concise explanation of how and how much you contributed to your previous employers' success.

8. Before writing "Resume Work Experience" section, it's important to know that employers are more interested in true responsibilities and achievements than in job titles.

9. Education is always an advantage in the employment market.



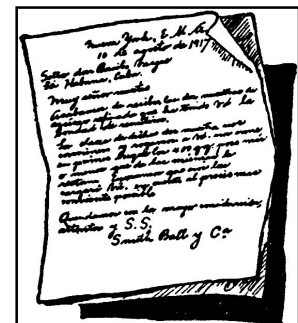
It is interesting to know: Types of letters you might need to write during your job search:

1. The Letter of Application – is also called the letter of transmittal. It's used when you know of a specific job opening, and you are applying for it directly. It is always sent with a resume.

2. Letter of Inquiry or Direct Mail Letter – is sent to companies that you want to work for and who may not have advertised a specific job opening. Before you send it out, research the company and be familiar with its products or services.

3. Letter of Referral – is sent to a specific person whom you have been referred to. The only difference between the "Letter of Referral" and the "Letter of Application" is the opening line specifying who referred you for this position or to this company.

4. Letter of Appreciation or Thank You Letter – Sending a thank-you note is one of the most important things you can do after an interview. Your personal note will keep your name fresh in the employer's mind and make you stand out from other applicants.



5. Letter of Inquiry of Application Status – may be used before or after your first interview to find out the status of your application. If you don't hear from the company for a long time, write and ask when a final decision will be made. This letter can be sent three or four weeks after an interview.


6. Letter of Acknowledgment – is a courtesy which informs the prospective employer that you have received their job offer and are in the process of deciding. Tell the employer when you will be making your final decision. But if the employer already gave you a deadline, you don't have to write this letter.

7. Letter Giving or Seeking Additional Information – is important if you have questions or concerns. Do not hesitate to let the prospective employer know. Asking for additional information will help you make a more informed decision and show that you are interested. Be specific and clear.

8. Letter Accepting or Declining Offers – lets the prospective employer know your final decision. Remember that the employer's staffing plan will hang on your decision. Do not accept an offer unless you are certain it is what you want. To accept an offer and decline later reflects badly on you personally and professionally.

9. Alumni or Networking Letter – is used to obtain an invaluable informational interview, and is a great way to tap into an existing networking resource. Approaching someone to find out more about an industry or position, often results in job leads or contacts.

10. Letter of Inquiry and Application for Summer Positions and/or Internships – is self-explanatory. All of the same rules apply as previously stated for the letter of application or the letter of inquiry.

 **Exercise H.** Here is an example of a resume made by Jack Trout – he is looking for a position of Attorney Assistant. We left some gaps in the sentences for you to fill them in with the words from the box:

<http://www.bestsampleresumes.org/writing/attorney-resumes/>

Degree	procedural	Majored	Affiliation	hearings
cases	weekends	recordings	accused	Background
abuse	career	Attorney	documentation	Association
fraud	legal	computing	utilize	plea
reporting	criminal	juvenile	Summary	bail
Texas	General	Advised	Worked	required
goal	skills	complaints	society	experience
interact	communication	effective	laws	evidence
Experience	Bachelor's	murder	petitions	trial

Jack Trout

897, East-end Street,

Ohio, MA 89765,

(098) -896 -1111

Career _____¹:

To secure a productive _____² as the Attorney General; wherein I will get to _____³ my professional expertise and _____⁴.

_____⁵ **of skills:**

Extensive knowledge of _____⁶ procedures and criminal _____⁷;

Ability to _____⁸ with a network of people from all parts of _____⁹;

Good negotiation and convincing _____¹⁰;

Knowledge of various _____¹¹ systems;

Persuasive and effective _____¹² ability.

Professional _____¹³:

Worked as the Assistant Attorney _____¹⁴ of Criminal Bureau at the Office of the Attorney General for the State of _____¹⁵ from 2004 till October 2010;

Research of different _____¹⁶ laws on society reforms;

Communicated _____¹⁷ reforms and strategies in various staff meetings;

Involved in the needs assessment, strategy planning, and community analysis and the final _____¹⁸;

Provide prosecution for various criminal cases regarding corporate _____¹⁹ and governance;

Carry out powerful educational reforms in order to curb _____²⁰ criminal tendencies.

_____²¹ government clients on aspects of criminal law;

Supervised the drafting of motions, _____²², and discharge _____²³ for clients;

Devote _____²⁴ to advise clients at the Texas Central Destitute Center;

Worked as the Special Assistant District _____²⁵ of Texas from 2002 to 2004;

Provided the _____²⁶ legal proceedings at various levels of courts;

Interviewed and noted down _____²⁷ of victims and witnesses respectively;

Prepared the legal _____²⁸ and organized information for court appearances as per the state legal procedures;

Assisted the Chief Attorney during various kinds of _____²⁹;

Conducted different prosecutions based on various criminal aspects such as _____³⁰ and child _____³¹;

_____ ³² as the Attorney for the Jim Large and Sons Law Firm in Texas from 2000 -2002;

Initiated and executed various civil and criminal _____ ³³ at the district and superior court levels;

Researched and drafted various robust strategies on criminal law and _____ ³⁴ issues;

Interviewed clients of the firm and made _____ ³⁵. Further, documented what they said;

Argued _____ ³⁶ requisites in several state district courts;

Negotiated the clients' _____ ³⁷ and bail agreements for defendants _____ ³⁸ of various crimes;

Attended criminal trials and _____ ³⁹ along with the Chief Attorney.

Educational _____ ⁴⁰:

Master's _____ ⁴¹ in Criminal Law from the Texas Law University in 2001.

A _____ ⁴² Law Degree from the Illinois Law University in 2000.

A Bachelor of Arts Degree from Illinois University, Illinois in 1998.

_____ ⁴³ in Political Science and International Relationships.

Professional _____ ⁴⁴:

Achieved the required Professional affiliation from the Attorneys' _____ ⁴⁵ of the State of Texas in 2003.

Computer Programming Skills:

Office Packages: Microsoft Word, Microsoft Excel and Microsoft PowerPoint.

Operating Systems: Windows XP, Windows Vista, Windows 7, Linux and MS DOS.



Have Fun! Lawyer Jokes!

Simple arithmetic:

Smart boss + smart employee = profit

Smart boss + dumb employee = production

Dumb boss + smart employee = promotion

Dumb boss + dumb employee = overtime

Man: Do you know how businessman talks in short?

Woman: I don't know...

Man: They say my short life is like math and i am trying to add my income, subtract from my weight, divide my time and avoid multiplying...



Exercise I. There are many reasons why you may need to write formal business letters. Try to match the purpose and the kind of letter which could be written to suit the necessity to do so:

The reasons of writing	What kind of letter to write?
1) to convince by low prices	a) An Application Letter
2) to notice payments	b) A Welcome letter
3) to request	c) A Rejection Letter
4) to express thanks	d) An Adjustment Letter
5) to remind	e) A Complaint Letter
6) to thank a former employee	f) A Collection Letter
7) to apologize	g) A Confirmation Letter
8) to congratulate	h) A Letter of Request
9) to reject a proposal/offer	i) A Purchase Order Letter
10) to introduce a person	j) A Congratulations Letter
11) to investigate openings	k) A Meeting Agenda Letter
12) to confirm actions taken	l) A Cover Letter followed by resume/CV
13) to formalize decisions	m) A Follow Up Letter With A Reminder
14) to help to ease the sorrow	n) A Letter of Recognition
15) to market your skills	o) A Business memorandum Letter
16) to ask for a reference	p) Letter of Acknowledgment
17) to recognize efforts/success	q) A Response Letter
18) to express your opinion	r) A Letter of Interest
19) to call for meeting	s) An Inquiry Letter
20) to announce new product	t) A Quotation letter
21) to show a transaction	u) A Sympathy or Condolence Letter
22) to respond to another letter	v) A Letter of Recommendation
23) to inform of an error found	w) A Letter-to-the-Editor
24) to reply to an invitation	x) A Marketing Letter
25) to remind of activities/aims	y) An Apology Letter
26) to confirm the receipt	z) A Letter of Appreciation



Have Fun! Lawyer Jokes!

A young man was hired by a supermarket and reported for his first day of work. The manager greeted him with a warm handshake and a smile, then gave him a broom and said, "Son, your first job will be to sweep out the store." "But I'm a college graduate," the young man replied indignantly. "Oh, I'm sorry. I didn't realize that," said the manager. "Here, give me the broom – I'll show you how."



Exercise J. Now when you know a lot about business letter writing examine some general facts and state False (F) or True (T):

Nº	STATEMENT	F	T
1	With block format, all new paragraphs are indented.
2	In business letters a salutation is generally followed by a comma or a colon.
3	Business letters should be simple and easy to read.
4	It is advisable to wait a day between writing and sending an important letter.
5	The date on a business letter should appear after the salutation
6	An "Enclosure note" should appear below the typed name of the sender at the end of the letter.
7	The first paragraph of a business letter should be comprised entirely of "small talk".
8	Contact information generally appears in the closing paragraph of the letter.
9	Identifying the audience is one of the first steps in planning a business letter.
10	It is considered standard formatting to include the recipient's address before the salutation in a business letter.




Important Issues –
Tips on the Art of a good CV Writing:

Although the word **Curriculum Vitae** may be translated as "the story of your life", we don't recommend that you take this literally! The art of a good CV is to create an informative overview of your working life, or education, depending on where you are in your career. Some tips are pulled together here to help you make the right impression:

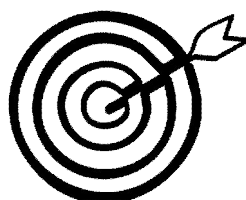
1. Make it snappy! You only have about five seconds to grab the readers' attention – avoid making it too clever, complicated and unreadable – otherwise it will go into the bin!
2. Remember it's a resumé! If possible try to keep it to one page, but if this looks too cramped then it can be spread out over two sheets.
3. Put any qualifications or professional memberships after your name – this can give instantly recognizable proof of your suitability.
4. Say it loud, say it proud! Make sure that everything you write is true, but try to present the best possible version of yourself. List your strengths as competencies in line with the requirements of the job that you are applying for.

5. Use common sense. Don't try to make jokes and never badmouth previous employers!
6. Quality counts. Make sure that it is printed on good quality paper, or if submitting by email, that it will be formatted and printed correctly at the other end!
7. Conscientious, Action, Focused! Watch for repetitions like "responsible for" and try to make your points more than just an embarrassing list of "action words".
8. Spelling! It may sound obvious, but make sure that there are no spelling mistakes!
9. Your mission. Make sure that you follow the instructions on the job advert accurately. Ensure your application is submitted in time and only phone the company directly if asked to do so.
10. Leave them wanting more! Your CV is a unique chance to sell yourself to your prospective employer. Put yourself in their shoes and write or amend your CV with the intention of capturing their attention and leaving them with a sense of excitement about meeting you at interview.

 **Exercise K.** Examine the Instructions given below and help Betty Ann Bradley and Raymond Archibald Gingham in writing their CV:



Raymond Archibald Gingham




Betty Ann Bradley

As you already know (see above), they both contest for a position of a paralegal in Road stream Law Firm in Baltimore, MD, USA. Take advantage of Application Forms and Resumes you have already created:

Legal Specialist CV (Curriculum Vitae)	
Rubrics	Information
Personal information	
Your name	
Street Address	
City, State, Zip Code	
Phone Number	
Fax	

E-mail	
Nationality	
Date of birth	
Gender	
Desired employment / Occupational field	
Work experience	
Dates	
Occupation or position held	
Main activities and responsibilities	
Name and address of employer	
Type of business or sector	
Dates	
Occupation or position held	
Main activities and responsibilities	
Name and address of employer	
Type of business or sector	
Education and training	
Dates	
Title of qualification awarded	
Principal subjects / occupational skills covered	
Principle studies included:	
Internships	
Name and type of organization providing education and training	
Dates	
Title of qualification awarded	
Principal subjects / occupational skills covered	
Principle studies included:	
Name and type of organization providing education and training	
Personal skills and competences	
Mother tongue(s)	
Other (foreign) language(s)	
Self-assessment European level*	
French	
Russian	
Social skills and competences	
Organizational skills and competences	
Computer skills and competences	
Artistic skills and competences	
Other skills and competence	
Driving license	
Additional information	

The European criteria of Self-assessment for foreign languages include:					
Level	Listening	Reading	Spoken interaction	Spoken production	Writing
A1	Elementary				
A2	Pre-Intermediate				
B1	Intermediate				
B2	Upper-Intermediate				
C1	Advanced				
C2	Proficiency - Master				

 **Exercise L.** Analyze The Do's and Don'ts of CV writing and mark the statements as DO (fits the requirements) and DON'T (does not):

N ^o	Statement	Do	Don't
1	Use artistic fonts
2	Stick to standard black text
3	Use standard fonts, no smaller than 10 or 11 in size
4	To please always badmouth your previous employers
5	List achievements most relevant to the job you are applying for
6	Use borders or patterns around the sides of the pages
7	Use online CV Builder websites
8	Format your CV so that it flows seamlessly between each section
9	Use multiple colors in a CV
10	Use short high impact statements
11	Start each job with your achievements followed by your responsibilities
12	Use long drawn out paragraphs to hold attention
13	Put a family picture on your CV
14	Explain any gaps in your career
15	Write in the third person
16	List your career history/education from the most recent and work – backwards
17	Use power words like: Accomplished, Broadened, etc.
18	Include unnecessary information like your religion, whether you're divorced, etc.
19	Exaggerate your responsibilities or achievements
20	Give your Dad's entire work history in great detail
21	Always send a covering letter to introduce you
22	Try to make your CV funny or include hidden jokes
23	Check the spelling and grammar, be factual
24	List your qualifications without giving details of where you studied and what grades you attained

25	Use high quality paper, not the cheap stuff
26	Give salary details for your past employment
27	Write anything negative about yourself
28	Overuse industry jargon to show your level
29	Keep the level of jargon down



Before you start: My questions to you:



1. Are you always satisfied with the quality of products you buy or services you get?
2. What is a warranty? What is a full warranty? What is a limited warranty? What is an express warranty?
3. Does a manufacturer have to warranty their products? Give reasons.
4. Is a manufacturer responsible if a retailer doesn't provide the warranty information?

5. Is there any basic warranty coverage that automatically comes with a consumer product or services?
6. Where does a consumer find the warranty for a product if he or she wants to purchase online or through a mail order company?
7. Is it common to petition your consumer rights in your home country if such rights have ever been violated in any way. Is such petition effective?
8. Are there any laws or Acts that protect consumer rights in your country?



Text 5. Write your complaint letters effectively!

http://www.essortment.com/all/writingcomplain_repi.htm by Julia Buitrago

Read the text and pay attention to the words and expressions in bold type:



It happens to everyone. It can happen at a restaurant, a store, or even just reading the newspaper. Something will happen that will annoy you to the point that you say: "Someone should write a letter about that." You've decided that the someone will be you, but how do you write an effective **complaint** letter?

Step 1: Before you write a letter, make sure that you know who you are writing to. If a telemarketer is **rude** to you on the phone, for example, do you know what company that person was representing? With a little

research on the internet or at your local library's directory of businesses, you should be able to find an address to send your complaint.

Step 2: Never write in anger. It doesn't matter what the situation was, if you write while you are **seething with anger** there are chances you won't be understood. Wait a few hours or until the next day so you are clear and **level-headed** when you write your complaint.

Step 3: Never wait more than a week. In the business world that changes staff as frequently as most people change shirts, **timing** is everything. If you wait for more than a week to send off your letter, the person or situation that you are complaining about may not be there.

Step 4: Type, don't write. A typed letter lends itself to a level of professionalism which demands immediate respect over a handwritten one. Additionally, typed letters are usually easier to read than handwritten ones.



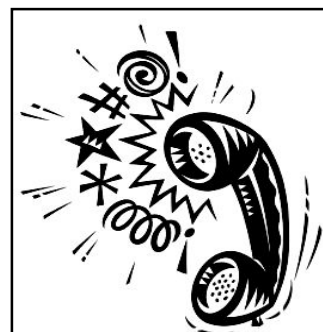
If the **recipient** can't read your letter, they won't **respond** to it. Also, a mailed letter is considerably more **effective** than an e-mail.

Step 5: Know who you are addressing. The **tired phrase** "To whom it may concern" can be a **death knell** to a complaint letter. Be as specific as possible with your opening address, but don't be **casual**. For example, if you know that Jim Smith is the president of ABC Company, begin your letter – Dear Mr. Smith (not Dear Jim or My dearest Jimmy). Using a person's name will bring the problem down to a personal level with the reader — you know who they are and where to find them.

Step 6: Be direct. Your reader doesn't want to hear your entire life story. If you like, you can begin with one or two sentences about your history with the company (i.e. I have been a customer at your store for the past six years), but don't **overdo** it.

Step 7: Drive home your facts. Give dates, times, and names of the people involved in your situation. If it took an hour to get through a checkout line at 8 AM it sounds much worse than if it took an hour to get through a checkout line at 8 PM on Christmas Eve.

Also, this lets your reader know that you are a very organized and professional person. Professional **customers** get better **treatment** in most cases.



Step 8: Don't **embellish**. If you had to wait for an hour, don't say that you spent your entire afternoon waiting. As long as you stick with the facts of

your story, your reader will be more likely to believe your writing and therefore be more willing to help you out.

Step 9: Explain what you want to **accomplish**, but don't be unrealistic. If you had a terrible meal at a restaurant, don't say that you want the cook fired and a free meal for your entire family of twenty (unless all twenty people were with you that night!).

Generally **requests** fall into four (4) main categories. First is the request for a **refund**. Try a statement like "I feel that I should receive my money back as **compensation** for my terrible experience." The second is the request for "things made right." For example, "Since my cheeseburger was not in my bag when I left the drive-through, I would like a coupon for a cheeseburger for my next visit." Third is the request for **management intervention** with an employee. A statement like "I feel that the management should talk to their employees about curbing the use of profanity in the presence of customers" would suffice. Finally, there are some complaint letters that do not have any request. Generally these letters are written to inform the management of a situation that you would like to be corrected or addressed for their information only. For example, "The table I was sitting at was right next to a bussing station for the restaurant and I had to listen to the noise of dishes being **stacked** throughout my entire meal. I would **appreciate** if you would look into the matter so other people do not have to go through as noisy of a meal as I did."

Step 10: Let them know what you plan to do if your issues are not addressed. This can be anything from telling your friends and family to not patron their business to calling the board of health about **unsanitary conditions**. Don't make demands that you cannot follow through with, however (i.e., "I'm going to call the President of the US, who is a close personal friend of mine, and he's personally going to have everyone at your business arrested", etc.)



Step 11: Give **contact information**. Most managers will write a letter to respond to your complaint letter, however some do prefer to call or send a fax or e-mail. By giving the management a variety of contact information (name, address, phone, fax, e-mail), you

are increasing your chances of getting a response.

Step 12: Thank the person reading your letter **in advance**. By saying thank you, the letter ends on a positive note. Positive notes generally bring about positive results. Also, sign the letter. This strengthens your connection with

the reader. Once your letter is written, mail it in a #10 envelope (standard size for letters) to the proper address. Make certain that you have used the correct amount of postage, so your letter will arrive **promptly**. Sometimes it can take a few weeks to a month before you receive a reply. If after six weeks you haven't received any feedback, determine how important a reply would be to you. If you feel it is important, write another letter or call the corporate office. Remember, a polite and well-thought letter will get you farther than an angry one.



Important Issues –
Structure of a Letter of Complaint:



- 1) The date (dd/mm/yyyy) and address of the recipient.
- 2) Salutation (use personal name of the recipient).
- 3) In the first paragraph, include all important facts about your problem.
- 4) In the second paragraph, state exactly what you want to be done about the problem.
- 5) In the third paragraph, state exactly how long you are willing to wait to get your problem resolved.
- 6) Thank the person reading your letter in advance.
- 7) Put Your Signature.
- 8) Give contact information (include your name, address, and home and work phone numbers).
- 9) Include all documents regarding your problem (receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents). Be sure to send COPIES, not originals.



Exercise A. Fill in the gaps with the words and expressions from the box of words below to complete the given sentences:

in advance	contact information	stacked	appreciated
management	unsanitary conditions	refund	compensation
interventions	tired phrase	requested	accomplished
treatment	death knell	customers	embellished
effective	seething with anger	overdo	casual
level-headed	rude	timing	recipients
complaints	prompt	respond	research

1. The report also draws on recent _____¹ in this area of law to shed light on the issues connected with the cyberspace scams to learner`s support.
2. If you do something _____², you do it in preparation for a particular time or event in the future.
3. We are continually striving to improve our interacting systems so any comments and feedback would be gratefully _____³!
4. Consumer _____⁴ procedures are necessary even where there is a competitive market.
5. This latest cut in government spending will affect income support _____⁵ and their families.
6. Effective traffic _____⁶ will enable all classes of road users to undertake safe mobility.
7. Personal Injury Lawyers Expert in the UK advice on maximizing car accident _____⁷ claim damages awards.
8. The innovative steps which sound _____⁸ in terms of national economics are, however, overturned by the business logic of individual employers.
9. Managers should put employees at ease by beginning their interviews with fairly _____⁹, routine remarks.
10. Repeated _____¹⁰ on the currency markets have failed to prevent the value of the currency falling.
11. The "learning by doing" model is far more _____¹¹ in terms of communication development rather than the traditional true/false or multiple choice approach.
12. His job was to achieve the release of the hostages, a task he has successfully _____¹².
13. Rights to equal _____¹³ are contained in the UK Pensions Act 1995, a piece of the United Kingdom legislation aimed to improve the running of pension schemes and avoid discrimination of the elderly people.
14. This tradition of outdoor concerts has been preserved for 50 years, now often _____¹⁴ with fireworks and laser shows.
15. While registration is not necessary to make a claim under this Warranty, _____¹⁵ are _____¹⁶ to leave their _____¹⁷ as part of our customer satisfaction policy and also for market research purposes.
16. _____¹⁸ in some school kitchens are unhealthy and therefore likely to cause a variety of diseases, so urgent and _____¹⁹ measures are required within such a reasonable _____²⁰ so as to produce the most effective results.
17. The passengers of the delayed flight were _____²¹ about

the difficulty of getting any accurate information from the airport manager who ignored their concerns in an incredibly _____²² manner.

18. It may seem a _____²³, but it is a fact, that low academic scores of a student may sound as the _____²⁴ for his career ambitions.

19. If our clients find a better price anywhere on the web, we will immediately _____²⁵ and _____²⁶ them the difference.

20. The committee is _____²⁷ with the members from the energy-producing states who seem to _____²⁸ their importance.



Exercise B. These are the complaint letter examples which were cut up into strips for educational purposes. Put the stripped parts together in the right layout order. Write down 2 completed letters:

Letter of Complaint 1:

I have been a pleased customer with your ABC Friendly Mart for seven years. On my most recent visit, June 1, 2000 at 2 PM, I received poor service that I felt I should bring to your attention.

Sincerely, John Dough
999 End Road, New York City, NY 12345
Phone: (800) 122-3345 Fax: (800) 988-7765
Dear Mr. Smith:

I was extremely disappointed with the service I received that day. If you would please address this issue with your cashiers, I would greatly appreciate it. I enjoy shopping at your store, however if I receive this type of treatment again, I will take my business elsewhere.

I was in the store to purchase a small bag of chips and a small fountain soda. When I got into the checkout lane, the cashier, who was wearing a nametag that read "Jane" told me that I would have to wait for a few minutes until her freshly painted fingernails had dried before she could ring me up. She was also on the phone talking to a friend during this time. After ten minutes she got off the phone and proceeded to ring me up. Imagine my surprise when my bag of chips and small drink totaled \$7.98. I told her that I thought there must be some sort of error. She proceeded to tell me that she didn't set the prices and that if I didn't like the prices that I should shop elsewhere. Needless to say, I went across the street to the XYZ Quick Shop for my purchase.

Thank you for your cooperation in this matter.

Jim Smith, ABC Company
123 Main Street,
New York City, NY 12345

Letter of Complaint 2:

I am returning the Tressel Toaster (along with the unopened bottle of Un-Do Shampoo), and I expect a full refund of \$39.95, plus \$5.90 for shipping costs. In addition, I am enclosing a receipt for the wig I purchased and will have to wear until the damaged hair grows out. Please send me a check for \$303.67 to cover the refund for the Tressel Toaster and the cost of the wig.

Mr. Frederick Rozco, President, Rozco Corporation
14641 Peachtree Boulevard, Atlanta, Georgia 303030

On October 15, 2010, in response to a special television offer, I ordered a Tressel Toaster from your company. The product arrived in the mail, apparently undamaged, on October 22. However, when I tried to operate the Tressel Toaster that same evening, I was distressed to find that it did not fulfill your claim to provide "fast, safe, professional hair-styling." Instead, it severely damaged my hair.

Annie Jolly
110-C Woodhouse Lane, Savannah, Georgia 31419
November 1, 2010

Dear Mr. Rozco:

Sincerely, Annie Jolly

After following the instructions to "set up the toaster away from other appliances on a dry counter" in my bathroom, I inserted the steel comb and waited 60 seconds. Then I removed the comb from the toaster and, following the instructions for a "Venusian Curl," ran the hot comb through my hair. After just a few seconds, however, I smelled burning hair, and so I immediately placed the comb back into the toaster. When I did this, sparks flew from the outlet. I reached to unplug the toaster, but I was too late: a fuse had already blown out. A few minutes later, after replacing the fuse, I looked in the mirror and saw that my hair had been scorched in several spots.



Exercise C. Follow the instructions given below and write your Letter of Complaint Avoid writing an angry, sarcastic, or threatening letter. Make your letter brief and to the point:

INSTRUCTIONS:

Name of a Contact Person, if available

Title, if available

Put the Company Name

Use Consumer Complaint Division, if you have no contact person

Street Address

City, State, Zip Code

Dear (Contact Person):

Re: (account number, if applicable)

On (date), I (bought, leased, rented, or had repaired) a (name of the product, with serial or model number or service performed) at (location and other important details of the transaction).

Unfortunately, your product (or service) has not performed well (or the service was inadequate) because (state the problem). I am disappointed because (explain the problem: for example, the product does not work properly, the service was not performed correctly, I was billed the wrong amount, something was not disclosed clearly or was misrepresented, etc.).

To resolve the problem, I would appreciate it if you could (state the specific action you want—money back, charge card credit, repair, exchange, etc.). Enclosed are copies of my records (include copies of receipts, guarantees, warranties, canceled checks, contracts, model and serial numbers, and any other documents).

I look forward to your reply and a resolution to my problem, and will wait until (set a time limit) before seeking help from a consumer protection agency or the Better Business Bureau. Please contact me at the above address or by phone at (home and/or office numbers with area code).

Sincerely, Your name

Enclosure (s) cc: (reference to whom you are sending a copy of this letter, if anyone)



Exercise D. Choose the right option (for the layout of the letter):

1. On your official letter your name should appear:

- A. at the top, on the right
- B. at the bottom
- C. at the top and at the bottom

3. The abbreviation Enc. should appear:

- A. at the bottom, on the left
- B. at the bottom, on the right
- C. below senders address

2. If you start your letter with Dear Sirs, you end it with:

- A. Yours sincerely
- B. Best wishes
- C. Yours faithfully

4. Senders address should appear:

- A. at the top, on the right
- B. at the top, on the left
- C. at the bottom, on the left

<p>5. <u>The complimentary close of an official letter reads:</u></p> <p>A. I/We look forward about hearing from you</p> <p>B. I/We look forward to hear from you</p> <p>C. I/We look forward to hearing from you</p>	<p>6. <u>Tick the incorrect opening salutation:</u></p> <p>A. Dear Madam</p> <p>B. Dear Anne Morrison</p> <p>C. Dear Anne</p>
<p>7. <u>Tick the incorrect date:</u></p> <p>A. 12 January 2010</p> <p>B. January 12, 2010</p> <p>C. Bratislava, 12 January 2010</p>	<p>8. <u>The abbreviation for Missis is:</u></p> <p>A. Mrs</p> <p>B. Ms</p> <p>C. Mss</p>



Exercise E. Read the given dialogue and answer my questions:



Customer: Good morning. I purchased a computer from your company last month. Unfortunately, I'm not satisfied with my new computer. I'm having a lot of problems.

Customer Care Representative: What seems to be the problem?

Customer: I'm having problems with my Internet connection, as well as repeated crashes when I try to run my word-processing software.

Customer Care Representative: Did you read the instructions that came with the computer?

Customer: Well, yes. But the troubleshooting section was no help.

Customer Care Representative: What happened exactly?

Customer: Well, the Internet connection doesn't work. I think the modem is broken. I'd like a replacement.

Customer Care Representative: How were you using the computer when you tried to connect to the Internet?

Customer: I was trying to connect to the Internet! What kind of question is that?!

Customer Care Representative: I understand you're upset, sir. I'm just trying to understand the problem. I'm afraid it's not our policy to replace computers because of glitches.

Customer: I bought this computer with the software pre-loaded. I haven't

touched anything.

Customer Care Representative: We're sorry that you've had a problem with this computer. Could you bring in your computer? I promise you we'll check the settings and get back to you immediately.

Customer: OK, that will work for me.

Customer Care Representative: Is there anything else I need to know about this that I haven't thought to ask?

Customer: No, I'd just like to be able to use my computer to connect to the Internet.

Customer Care Representative: We'll do our best to get your computer working as soon as possible.



My post-reading questions to you:

1. What seems to be the problem?
2. What happened exactly?
3. Should the consumer always read the manual and instructions that come with before starting any new devices? Give your reasons.
4. Who is responsible for any defective devices?
5. Is it possible to replace the newly bought product rather than to repair it if you are not satisfied with it for any reason?
6. Estimate the Customer Care Representative behavior from this dialogue.



Important Issues – Some Frequently asked Questions (FAQ):

1. A complaint, in general sense, – is an expression of pain, dissatisfaction, or resentment; a description of a problem and all the procedures someone has followed in order to resolve it before reaching the point where he/she no longer knows how to proceed; also a cause or reason for complaining; a grievance. **A complaint**, in legal terminology, – is a formal legal document that sets out the facts and legal reasons (causes of action) that the filing party (the plaintiff) believes are sufficient to support a claim against another person/entity (the defendant) that entitles the plaintiff to a remedy (money damages, etc.)

2. A complaint letter – is written to complain (to claim, express

displeasure, etc.) about wrong doing, bad state of affairs, etc. to authorities.

3. Effective complaints letters – should be: concise; authoritative; factual; constructive; friendly.

4. Concise letters – brief and exact – can be understood quickly.

Authoritative letters – letters that are well written and professionally presented – have more credibility and are taken more seriously.

Factual letters – enable the reader to see immediately the relevant details, dates, requirements, etc., and to justify action to resolve the complaint.

Constructive letters – with positive statements, suggesting positive actions – encourage action and quicker decisions. **Friendly letters** – with a considerate, cooperative and complimentary tone – are prioritised because the reader responds positively to the writer and wants to help.

4. A warranty – is the documentation of a guarantee/ assurance of quality/ expected product life/ that some product/ service will be provided/ will meet certain specifications offered by the maker of a product regarding its performance/ the responsibilities of the maker if the guarantee is not met.

5. Express warranty – is a guarantee from the seller of a product that specifies the extent to which the quality or performance of the product is assured and states the conditions under which the product can be returned, replaced, or repaired.

6. An implied warranty – is one that arises from the nature of the transaction, and the inherent understanding by the buyer, rather than from the express representations of the seller.


7. Limited warranty – is one with certain conditions and limitations on the parts covered, type of damage covered, and/or time period for which the agreement is good.

8. A lifetime warranty – is usually a guarantee on the lifetime of the product on the market rather than the lifetime of the consumer, though in fact, it certifies that the product is warranted by the manufacturer to be free from defects in material, construction, and craftsmanship for the life of the original purchaser.

9. An extended warranty, also a service agreement, a service contract, a maintenance agreement, – is a prolonged warranty offered to consumers that covers specified breakdowns after a manufacturer's warranty expires.. They cost extra and for a percentage of the item's retail price.

10. Incidents will occur in your life that make you to write for a cause. This writing may be to right a wrong, educate and inform, help others avoid a situation that's happened to you, or raise funds. Causes encompass almost

anything that affects your life or the lives of others. Here are some ways to spread the word about your cause: Letters to the editor; Op Ed Articles (opposite the editorial page newspaper article that expresses the opinion of a named writer who is usually unaffiliated with the newspaper's editorial board); Essays (back page of magazine type); Investigative reporting (when reporters deeply investigate a single topic of interest, often involving crime, political corruption, etc.); Newsletters for an organization; Press releases; Speeches for yourself and others; Booklets/pamphlets (writing or editing); Grant proposals; Fundraising (or fund raising, the process of soliciting and gathering contributions as money or other resources, by requesting donations from individuals, businesses, charitable foundations, or governmental agencies); Books, etc.

 Exercise F. Fill in the gaps with the correct words from the box of words below to complete the complaint to a phone company:							
which	about	from	of	to	to	to	with
than	from	of	to	to	to	in	that
when	however	on	with	of	to	to	to
of	for	that	with	to	in	up	

Dear Sir, I am writing this letter _____¹ complain _____² the strongest terms _____³ the poor service that I have received _____⁴ your company. We signed _____⁵ _____⁶ your telephone and internet service package two months ago because your advertising suggests that you are better _____⁷ Telco. In addition, you promise _____⁸ deal _____⁹ problems quickly and efficiently, something that Telco were unable or unwilling _____¹⁰ do. _____¹¹, _____¹² the first month _____¹³ service you managed _____¹⁴ cause me _____¹⁵ lose two days worth _____¹⁶ business because _____¹⁷ poor administration. The main problem was that you failed _____¹⁸ provide me _____¹⁹ the correct telephone number, 9818 8747, _____²⁰ you had promised _____²¹ I completed the contract. This phone number was an established business line _____²² I had been using _____²³ the last three years. Obviously this meant _____²⁴ my clients were unable _____²⁵ contact me and it cost me many hours _____²⁶ phone calls _____²⁷ resolve the matter _____²⁸ your support centre. I would appreciate it if this situation could be resolved and a substantial rebate offered _____²⁹ my first three month's account. I look forward _____³⁰ hearing _____³¹ you soon. Yours Faithfully, Charlie Williams.



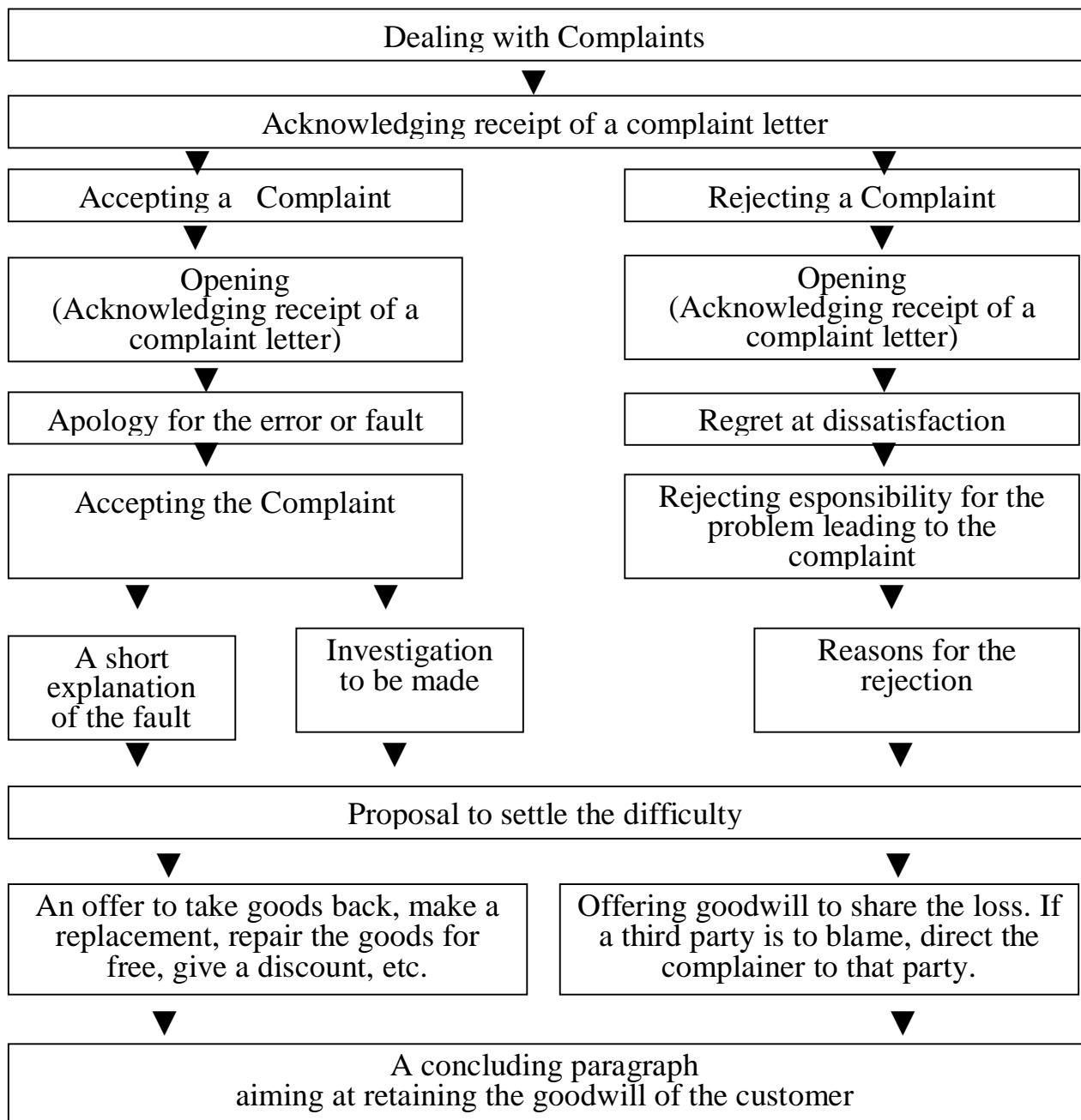
Important Issues: A reply to a Complaint Letter or A Letter of Adjustment:

If a complaint letter has been received:

1. **Accepting the complaint:** If we are sure that we are at fault. If it is related to goods/ products, we are sure that the defects are due to poor quality control or other manufacturing process.
2. **Rejecting the complaint:** We could reject the complaint or claim, if the cause of the problem were beyond our responsibility.

How to Reply to Complaints?

The following stages have been arranged systematically to help you write letters replying to complaints or adjustment letters. Examine the table. Try to explain the process of replying to complaints using information given in the table.





Exercise G. Match the function you need for an adjustment letters on the left with a suitable phrase in your table on the right:

Functions to match	Useful Phrases
1) Acknowledging receipt of a complaint letter	a) This led to the reprimand of the sales manager and a monthly cut of his wages.
2) Apology for the error or fault	b) This is due to the fact that the guarantee period has expired.
3) Replacement of goods	c) We look forward to your continued custom, and to serving you again.
4) Accepting a Complaint	d) I would like to apologise for the error made by our company.
5) A short explanation of the fault	e) The error was caused by incompatible register installed resulting in the explosion
6) Causes due to negligence	f) We understand how disappointing it can be if your expectations are not met.
7) Causes due to the producer	g) I regret to inform you that the item was on sale, and therefore refunds and returns are not permitted.
8) Effects	h) We therefore suggest that you contact El-Telecom directly to clarify your question.
9) If a third party is to blame, direct the complainer to that party	i) We agree that the usual high standards of our services were not met in this instance.
10) Causes due to the low qualification of the staff member	j) You ordered 12,000 size Ultra super-long-life premium batteries, but our dispatch office sent 1,200. This was due to a typing error.
11) Regret at dissatisfaction	k) As a result of our investigation, we found that the problem was caused by an unexpected malfunction.
12) Assurance	l) The balance of 10,800 batteries was dispatched by express courier to your store this morning.
13) Rejecting responsibility	m) Thank you for your letter of 3 February, 2010
14) Reasons for the rejection	n) We assure you that this will not happen again.
15) A concluding sentence aiming at retaining the goodwill	o) Apparently, the problem was the result of low qualification of the sales manager.



Important Issues –
Some Frequently asked Questions (**FAQ**):

1. The cause of action – is the heart of the complaint, which is the pleading that initiates a lawsuit. Without an adequately stated cause of action the plaintiff's case can be dismissed at the outset. It is not sufficient merely to state that certain events occurred that entitle the plaintiff to relief. All the elements of each cause of action must be detailed in the complaint. The claims must be supported by the facts, the law, and a conclusion that flows from the application of the law to those facts. The cause of action is often stated in the form of a syllogism, a form of deductive reasoning that begins with a major premise (the applicable rule of law), proceeds to a minor premise (the facts that gave rise to the claim), and ends with a conclusion. A cause of action can arise from an act, a failure to perform a legal obligation, a breach of duty, or a violation or invasion of a right, etc.

2. Pleadings – the core documents of a party to litigation – filed by the parties to a lawsuit – in which he or she formally sets out the facts and the law which support that party's position. Pleadings include such documents as a plaintiff's Petition (or Complaint) and a defendant's Answer, as well as all subsequently amended Petitions and Answers filed by the parties during the course of the lawsuit. Pleadings can be in writing or they can be made verbally to a court, during the trial.

3. Rule of law – the guiding principle of society that everyone is subject to law and subject to the same laws. The rule of law exists in the society only because the citizens agree to be bound by the law as long as the law is fair.



Have Fun! Lawyer Jokes!

Lawyer: "Now that you have been acquitted, will you tell me truly? Did you steal the car?" Client: "After hearing your amazing arguments in the court this morning, I'm beginning to think I didn't."

A lawyer calls his client to tell him about his fee schedule. "Alright," the lawyer says looking through his papers. "You owe me \$1000 down and \$417.58 cents each month for the next 36 months." "What! That sounds like a car payment schedule," retorted the client. "You are right. It's mine."

"I know you believe you understand what you think I said, but I am not sure you realize that what you heard is not what I meant."



Creative Work–Team Project Work–Practice in Brainstorming

Compose a Letter of Complaint:

By Richard Nordquist, About.com Guide

Strategy Tips:

Here's a project that will introduce you to brainstorming and give you practice in group writing. You will join with other writers to compose a letter of complaint.

1. Consider Different Topics: The best topic for this assignment will be one that you and the other members of your group truly care about. You may write to the dining hall supervisor to complain about the quality of the food, to an instructor to complain about his or her grading policies, to the governor to complain about cuts to the education budget – whatever subject the members of your group find interesting and worthwhile. Begin by suggesting topics, and ask one member of the group to write them down as they are given. Don't stop at this point to discuss or evaluate the topics: simply prepare a long list of possibilities.



2. Choose a Topic and Brainstorm: Once you have filled a page with topics, you can decide among yourselves which one you would like to write about. Then discuss the points that you think should be raised in the letter. Again, have one member of the group keep track of these suggestions. Your letter will need to explain the problem clearly and show why your complaint should be taken seriously. At this stage, you may discover that you need to gather additional information to develop your ideas effectively. If so, ask one or two members of the group to conduct some basic research and bring their findings back to the group.

3. Draft and Revise a Letter: After collecting sufficient material for your letter of complaint, elect one member to compose a rough draft. When this has been completed, the draft should be read aloud so that all members of the group can recommend ways to improve it through revision. Each group member should have the opportunity to revise the letter according to the suggestions made by the others. To guide your revision, you may want to study the structure of the samples of complaint letter in Internet, e.g.:

<http://www.pissedconsumer.com/consumer-resources/complaint-letter-sample>

http://www.consumeraction.gov/caw_problems_sample_complaint.shtml

<http://www.letterwritingguide.com/samplecomplaint.htm>

<http://www.sampleletters.in/complaint-letter-example.html/>

<http://w3.gel.ulaval.ca/~poussart/gel64324/McMurrey/texte/cmpltx1.htm>

<http://www.buzzle.com/articles/complaint-letter-sample.html>

Notice that the letter has three (3) distinct parts:

- 1) An introduction that clearly identifies the subject of the complaint.
- 2) A body paragraph that (a) clearly and specifically explains the nature of the complaint, and (b) provides the reader with all of the information needed to provide an appropriate response.
- 3) A conclusion that clearly states what actions are needed to remedy the problem.

Revise, Edit, and Proofread Your Letter

Invite one member of your group to read aloud your letter of complaint and respond to it as if he or she had just received it in the mail. Does the complaint sound valid and worth taking seriously? If so, ask the members of the group to revise, edit, and proofread the letter one final time, using the following **checklist** as a guide:

- 1) Does your letter follow the standard format of a standard Letter of Complaint?
- 2) Does your letter consist of an introduction, a body paragraph, and a conclusion?
- 3) Does your introductory paragraph clearly identify what you are complaining about?
- 4) Does your body paragraph clearly and specifically explain the nature of the complaint?
- 5) Have you provided the reader with all of the information needed in the body paragraph if he or she is to respond effectively to your complaint?
- 6) Have you conveyed your complaint calmly and clearly, relying on facts rather than emotions?
- 7) Have you clearly organized the information in your body paragraph so that one sentence leads logically to the next?
- 8) Have you clearly stated in your conclusion what action(s) you want your reader to take?
- 9) Have you proofread the letter carefully?



Exercise H: Supplementary work. Follow the simple guidelines for writing complaint letters and see the results in your favor:

1. Write a Letter of Complaint to a Company: You are required to write a complaint letter to a company on the occasions when you are not happy with their services. In this case, begin with how you have enjoyed the services of the concerned company in the past. Then mention all the relevant details of the concerned incidence. Then politely state how it has forced you to have second thoughts about the company's reputation (this is optional!). Next write what exactly you expect in return, refund or service replacement or whatever. Thank the recipient in advance and express your desire to continue relations with this company in future.

2. Write a Letter of Complaint to an Employer: There are a number of occasions where writing a complaint letter to an employer becomes inevitable. However, this is a tricky area and you must tread cautiously. Firstly, explain your role in the organization and state how happy you are to work with such a wonderful company. Then precisely express the reason for your complaint, if it's a cunning supervisor who snatches your credit every time or a lazy team mate who forces you to work like a slave. However, avoid directly criticizing the concerned person under all the circumstances. State the facts and support them by giving relevant proofs. Let your employer decide what to do next.

3. Write a Letter of Complaint About a Coworker: If you want to get even with a nasty coworker, then complaint letter is the best way. However, send this letter to the right person, mostly your immediate boss or team leader. Express the cause of your complaint and clearly state how the behavior of the coworker is affecting your performance. Avoid direct criticism. Express hope to get fair treatment in future.



4. Write a Letter of Complaint to Landlord: On certain occasions, you might be required to write a letter to your landlord regarding the repair of house, payment of taxes or any legal notices. This can take a form of informal communication if you share such relationship with your landlord. If not, clearly state your problem and what you expect from the landlord. Photographs revealing damaged parts of the house which need repair can also be attached. You may also attach the copies of lease agreement and highlight the particular clause.

5. Write a Letter of Complaint to a Hospital: While writing business letters of complaint to hospital you might be required to provide the detailed information and relevant particulars of your case. Mention the name of the doctor or other staff in question and clearly state the cause of your displeasure. Also, state the form of returns that you expect from the hospital authorities.

6. Write a Letter of Complaint to a school (educational institution): Sometimes you may have to bring certain unpleasant facts about the school administration before the authorities. The trick is to be extremely polite and mention what exactly is the cause of your concern, if it's the pile of homework or poor food quality of the cafeteria or whatever. You may suggest some ideas for improvement, but don't sound arrogant or pompous. Hand deliver your letter to the principal (rector) or ask a teacher (professor) or staff member to hand it over to the concerned authority.

7. Write a Letter of Complaint About a Manager:

The format of this letter is pretty similar to the format of complaint letter to the company. However, in this case, mention the name of the manager and explain how his failure to perform his duties has affected you. Do not criticize the person and limit yourself to only stating the facts about his poor performance. Let the management of the company decide what to do about the concerned person. Meanwhile, you can always ask for your refunds.

	Exercise I: Test Yourself // Treasure Hunt: How to effectively write Formal Letters?	
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- Use Google.com or MSN.com Search to get quick access to the answers.

№	My question to you	Your web-support
1	How to write formal letters?
2	How to write business letters?
3	How to write a Cover Letter?
4	How to write a Resume?
5	How to write a Curriculum Vita?
6	How to write semi-formal letters?
7	Draw the difference between styles and formats of the written formal letters.
8	What is a layout of a friendly letter?
9	What is a block format?
10	What is an intended format?
11	What is a semi-block format?
12	How to accept and reject formal letters?
13	What common phrases could be used in any formal letter?
14	What common phrases could be used in Job Application Letters and resume?
15	What common phrases could be used in The Letter-to-Editor?
16	What common phrases could be used in the Resignation letters?
17	Where could I find formal sample letters or templates? Resume? CV? etc.
18	Where could I find jokes about formal writing? Resume writing? CV writing?
19	Where could I find examples of formal letters written by the famous people?
20	Where could I find information about customs and traditions of formal letter writing by people living in different countries of the World?



Web – resources and support:

Topic	Web links to some useful and helpful resources
Writing Formal Letters	<p>http://owl.english.purdue.edu/owl/resource/653/01/</p> <p>http://www.biz.uiowa.edu/faculty/kbrown/writing.html</p> <p>http://www.usingenglish.com/reference/idioms/</p> <p>http://www.bbc.co.uk/worldservice/learningenglish/business/talkingbusiness/</p> <p>http://www.dartmouth.edu/~writing/materials/student/tasks/job.shtml</p> <p>http://www.angelfire.com/az2/webenglish/commstyles.html</p> <p>http://www.englishclub.com/business-english/correspondence-cv-covering-letter.htm</p> <p>http://academics.smcvt.edu/cbauer-ramazani/BU113/memo_guide_citations.htm</p> <p>http://www.nvtc.ee/e-oppe/Varkki/layout/rules_for_writing_formal_letters.html</p> <p>http://www.speakspeak.com/html/d2h_resources_letter_writing_phrases.htm</p> <p>http://www.todaysteacher.com/TheGreatDepressionWebQuest/BusinessLetterFormat.htm</p> <p>http://englishplus.com/grammar/lettrcont.htm</p> <p>http://businessletterformat.org/business-letter-format/how-to-write-a-letter-basic-guidelines-to-letter-writing/</p> <p>http://www.eduers.com/businessletter/index.html</p> <p>http://www.writing-business-letters.com/business-letter-format.html</p> <p>http://jc-schools.net/write/letter-write.htm</p> <p>http://www.businesswritingblog.com/business_writing/2006/01/greetings_and_s.html</p> <p>http://www.oldandsold.com/articles32n/business-letter-writing-1.shtml</p> <p>http://www.letterexpert.co.uk/GeneralRulesCategory.html</p> <p>http://www.howto.co.uk/writing/writing-english/letter_writing/</p> <p>http://www.bestsampleresume.com/lawyer-resumes.html</p> <p>http://workbloom.com/resume/sample/lawyer.aspx</p> <p>http://www.freesampleresumes4u.com/lawyer-resumes/</p> <p>http://www.professional-resume-example.com/attorney-resume-sample.html</p> <p>http://www.buzzle.com/articles/lawyer-resume-sample.html</p> <p>http://www.bestsampleresumes.org/</p> <p>http://www.resume-resource.com/examples-attorney.html</p> <p>http://www.articlesnatch.com/Article/The-Single-Page-Lawyer-Resume/783120</p> <p>http://www.careerfaqs.com.au/sample-resumes/630/Law-graduateresume</p>



Speaking: Discussion of the related topics:

1. What is a resume and what is it used for?	3. A person submitting a resume is literally selling themselves on paper to the HR manager
2. How to write a good objective statement.	4. Think like a hiring manager. Make your own Skills Clusters Assessment List. Share it with your group mates.



Optional topics for individual reports and essays:

1. Different types of resume styles and approaches.	4. How to choose the right words to describe your job skills and experiences?
2. Resume writing: do's and don'ts.	5. The importance of formatting resume.
3. How to choose which style of resume is right for you?	6. Resume – an effective start brings a good ending.



Have Fun! Lawyer Jokes!

When a third grader was asked to cite Newton's first law, she said, "Bodies in motion remain in motion, and bodies at rest stay in bed unless their mothers call them to get up."

A Qualified MBA Marketing Student married a girl, who turned to be very lazy. After 1 year of tough life with her, finally he got so much upset and angry so he decided to send a note to his father- in- law: "Dear Mr Bean", he wrote, "I have to inform you that your product is not according to my requirements" The smart father-in-law replied promptly: "In response to your complaint, we respond that one year warranty has been expired: so manufacturer is not responsible or liable under any contract, negligence, strict liability or other legal or equitable theory for any inconvenience or damages of use of the respective product".

A client who felt his legal bill was too high asked his lawyer to itemize costs. The statement included this item: "Was walking down the street and saw you on the other side. Walked to the corner to cross at the light, crossed the street and walked quickly to catch up with you. Got close and saw it wasn't you. - \$50.00."

"How can I ever thank you?" gushed a woman to Clarence Darrow, after he had solved her legal troubles."My dear woman," Darrow replied, "ever since the Phoenicians invented money there has been only one answer to that question."



Unit IV. Be Aware of Cybercrime Threats Worldwide



Before you start: My questions to you:

1. What is a cybercrime?
2. What are the various categories of cybercrimes ?
3. What is a cybercrime against persons?
4. Is cyber harassment also a cybercrime ?
5. What are cybercrimes against property ?
6. Is hacking a cybercrime ?
7. What is a cybercrime against government ?
8. Is there any comprehensive law on cybercrime today?
9. Is there any recent cases which demonstrate the importance of having cyberlaw on cybercrime within the national jurisdiction of your home country?
10. Why do we need to fight cybercrime ?



Text 1. What is a Cybercrime?

<http://ezinearticles.com/?Cyber-Crime&id=3479824> by Monika Bhardwaj

http://news.bbc.co.uk/1/hi/english/static/in_depth/uk/2001/life_of_crime/cybercrime.stm

Read the text and pay attention to the words in bold type:



Cybercrime is generally defined as the use of any computer network for crime, and the high-tech criminals of the **digital age** have not been slow to **spot** the opportunities. Cybercrime is one of the fastest-growing criminal activities on the planet. It covers a huge range of illegal activities including **financial scams**, computer **hacking**, downloading pornographic images from the internet, virus attacks, **stalking** by e-mail, creating websites that promote racial hatred and even more.

In today's e-Age, crime has extended itself beyond **physical assault** or **mental torture**. Now it also affects our e-life. E-Life means our existence and living in the cyber world. We have to admit the fact, that practically everyone, directly or indirectly, is a part of this cyber world today, since computers and Internet have already become an **integral part** of our personal and professional life. Just like any other **invention**,

computers and Internet are a **boon** to our human world if used in a right way and to the advantage of society. However, as we all know, everything has its pros and cons, and computers and Internet are not an exception.

Initially, when the man invented computers and the technology for communicating between **remote** computers, he could have hardly thought that the cyber space, he had created, would be ever **misused** for criminal purposes and flooded with different sorts of criminals. But now almost everyone who works on computers is familiar with the terms "computer crime", "cyber crime", "e-crime", "hi-tech crime" or "electronic crime". In fact, cyber crime refers to all the activities done with **criminal intent** in cyberspace. It is an activity which is generally criminal in nature, where a computer or network is the source, tool, **target**, or place of a crime. Such crime generally affects an information technology infrastructure, including **illegal access**, illegal **interception**, data **interference**, systems interference, misuse of devices, **forgery**, and electronic **fraud**. Cyber Crime has various forms which may include **hacking**, **phishing**, **spoofing**, cyber **stalking**, cyber **defamation**, threatening, salami attacks, **net extortion**, pornography, software piracy, email bombing, **virus dissemination**, Intellectual Property Rights theft, identity theft, data theft, etc.

Cybercrimes can be basically divided into 3 major categories, such as: 1) Cybercrimes against persons, 2) Cybercrimes against property and 3) Cybercrimes against Government. Cybercrimes

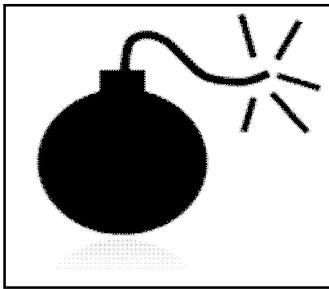


committed against persons include various crimes like **transmission** of child-pornography, **harassment** of any one with the use of a computer such as e-mail, cyber-stalking, etc. The **trafficking**, distribution, posting, and dissemination of **obscene material** including pornography, **indecent exposure**, and child pornography, constitutes one of the most important cybercrimes known today. The potential harm of such a crime to humanity can hardly be overestimated. This is one of those cybercrimes which, if not controlled, could cause irreparable threats, scars and injury to the younger generation. The second category of cybercrimes is that of cybercrimes against all forms of property. These crimes include **unauthorized** computer **trespassing** through cyberspace, computer **vandalism**, transmission of harmful programs, unauthorized possession of computerized information, etc. Most of us are using Internet and computers for online **transactions** where we transmit personal information and data and possibly carry out

monetary transactions. If your personal information has been hacked and you become bankrupt as a result of this; or you start receiving absurd mails or your e-mail account gets flooded with unwanted **spam**, that means you




might have become a victim of cyber crime. The third category of cybercrimes relate to cybercrimes against government. Cyber **terrorism** is one distinct kind of crime in this category. The growth of Internet has shown that the **medium** of cyberspace is being used



by some individuals and groups to threaten the international governments as well as to terrorise the citizens of a country. Cyber terrorism can have serious and large-scale influence on significant numbers of people. It can weaken the country's economy greatly, thereby stripping it of its resources

and making it more **vulnerable** to military attacks. This crime also manifests itself as a "terrorism" when an individual "cracks" into a government or military maintained website.

If we consider cyber crime as a "virus" then it won't be untrue to say, that this "virus" is only corrupting the man's significant development, i.e. computers and Internet, which were originally developed for the further progress of the mankind. Cyber crime is a **menace** all over the world and is one of the most difficult crimes to detect and investigate. And as they say, "the invisible criminal is much more dangerous than the visible one".

 Exercise A. Fill in the gaps with the correct words or expressions from the box of words below to complete the given sentences:			
terrorism	transactions	trespassing	unauthorized
indecent exposure	transmission	defamation	criminal intent
obscene material	misuse	illegal access	fraud
virus dissemination	extortion	integral part	stalking
mental torture	interception	hack	financial scams
physical assault	cybercrime	net interference	digital age

1. We strongly recommend that companies establish a _____¹ detection hotline as a deterrent.

2. The system administrator took all appropriate measures to safeguard databases against _____² and _____³.

3. Police and fire officers spent time at each school in the area, explaining the dangers and criminal implications of the _____⁴ of fireworks.
4. Do not visit sites or download files containing pornographic, discriminatory or otherwise offensive or _____⁵.
5. _____⁶ is a form of harassment generally comprised of repeated persistent following with no legitimate reason and with the intention of harming or causing anxiety or fear of harm in the person being followed.
6. In our _____⁷ even some schoolkids managed to _____⁸ into their governments` database out of curiosity or for the challenge itself rather than with the actual _____⁹ to steal or damage data.
7. The gang was accused and found guilty of _____¹⁰ money from local store owners.
8. _____¹¹ encompasses written statements, known as libel, and spoken statements, called slander, and may be a cause for both criminal and civil charges.
9. It became an _____¹² of security policy of highly recognized financial institutions worldwide to secure their online banking _____¹³ by SSL using 128 encryption.
10. Section 55 of the British Transport Commission Act 1949 penalizes _____¹⁴ on railroad lines or property in dangerous proximity to such lines or electrical apparatus.
11. The Regulation of Investigatory Powers Act 2000 created a new offense of unlawful _____¹⁵ of communications on a private network.
12. The major socially dangerous _____¹⁶ today is a cyber _____¹⁷, since it always results in violence, destruction, or death of its targets.
13. There were so many _____¹⁸ reported recently, resulted in people having their entire financial lives ruined because of the promise of earning "easy" income through cashing checks.
14. The existing network comprises a switching system, which is 74 % digital with the rest of an analog _____¹⁹ system throughout.
15. In the State of Washington, _____²⁰ qualifies as a misdemeanor if the victim is at least 14 years old and the accused has not been previously convicted for the same or any other sex offenses.
16. In some jurisdictions within the United States, _____²¹ may refer only to the threat of violence caused by an immediate show of force, no matter what _____²² the victim has passed through.
17. _____²³ is generally associated with unauthorized damaging, deletion, deterioration or alteration of computer data by _____²⁴.



Exercise B. Multiple-choice: Choose the appropriate definition for the words given below:


1. menace A. intention to help B. intention to harm C. possible danger	2. vulnerable A. protected B. vulgar C. open to attack	3. medium A. foreign land B. environment C. exterior
4. spam A. the good news B. junk mail C. engineering science	5. vandalism A. advantage B. obedience C. destruction	6. harassment A. annoyance B. prevention C. contentment
7. trafficking A. negotiate B. do business C. contraband	8. invention A. simplicity B. creation C. incapacity	9. boon A. response B. companion C. benefit
10. remote A. neighbouring B. distant C. considerable	11. target A. goal B. avoidance C. source	12. forgery A. counterfeiting B. origination C. reality



Exercise C. Match the general crime terms with their definitions:

Crime	Defenition
a) Arson	a) use of violence (or the threat of violence) against civilians in order to attain goals that are political or religious or ideological in nature
b) Assault	b) stealing from a person with force or threat of force, e.g., bag-snatching and theft with violence
c) Burglary	c) entering or remaining on property to which notice not to do so was given by actual posting or fencing
d) Defamation	d) crime committed by a professional or business person, usu. connected to financial or crime fraud
e) Fraud	e) an offence committed with intent to cause grievous bodily harm
f) Homicide	f) an abusive attack on a person's reputation
g) Robbery	g) a dishonest taking of property of another with the intent to deprive such person of its use
h) Forgery	h) an intentional threat to inflict injury by word or act with ability to do so
i) Theft	i) having unlawful sexual intercourse with someone without their consent

j) Trespass	j) an intentional killing of a person by another, e.g., murder, manslaughter, euthanasia and infanticide
k) Treason	k) an act of illegal entry with the intent to steal or rape or inflict grievous bodily harm, etc.
l) White Collar Crime	l) a malicious burning to destroy someone`s property
m) Wounding	m) a deliberate trickery intended to gain an advantage
n) Uttering	n) the betrayal of one's country by waging war against it or by purposely acting to aid its enemies
o) Terrorism	o) making of false documents by alteration or by a false signature for a deceitful or fraudulent purpose
p) Rape	p) using counterfeit money knowingly to purchase goods or services

 **Exercise D.** Match the cybercrime terms with their definitions:

Crime	Defenition
a) Auction Fraud	a) a scam in which victims are duped into giving money to a fake charity fund or organization
b) Back Door Intrusion	b) changing a person`s website domain service company without his or her consent
c) Bank Fraud	c) the unauthorized addition of services to your telephone bill, such as charges for over-sea`s calls you did not intentionally make
d) Child Pornography	d) sending out legitimate-looking email in an attempt to gather information from recipients
e) Copyright Infringement	e) the use of Internet to harass an individual or group through personal attacks
f) Charity Scam	f) the unauthorized switching to someone`s long distance telephone provider
g) Cramming	g) committing fraud by exploiting the Internet auctions conducted by online auction sites
h) Cyberbullying	h) false pretending that for an upfront fee you can get a loan no matter what the credit history is
i) Domain Slamming	i) illegal disclosure of personal information via Voice over IP (VoIP)
j) Email Bombing	j) redirecting to an identical-looking fraudulent website by hijacking Internet users` IP
k) Hijacking	k) illegal use of children in pornographic pictures or films
l) Loan Scam	l) an undocumented way of gaining access to a program, a computer system, or network

m) Pharming	m) taking over a person's computer, browser, instant messenger, etc. with malicious intent
n) Phishing	n) modifying a program to make it behave as the intruder wants rather than it has been intended to
o) Piracy	o) a denial-of-service attack by sending hundreds of messages to a person's email address
p) Slamming	p) an illegal use of copyright-protected materials
q) Spamming	q) defrauding a federally insured financial institution to obtain property or money
r) Vishing	r) sending unsolicited junk email messages



Exercise E. Test yourself: Choose the correct word from the box of words to complete the sentences given below:

regulatory	national	modern	email	simultaneously
privacy	sender	account	electronic	recipient
cybercrime	enacted	blackmailer	technology	promote
harmful	authoritative	limit	statistics	Spam
unauthorized	minimize	demands	compile	apply
illegal	network	private	online	victim

Cybercrimes are generally defined as any type of _____¹ activity that makes use of the Internet, a private or public _____², or an in-house computer system. While many forms of cybercrime revolve around the appropriation of proprietary information for _____³ use, other examples are focused more on an invasion of _____⁴. As the problem is growing around the world, many countries begin to implement laws and other _____⁵ mechanisms in an attempt to _____⁶ the incidence of cybercrime. In many countries around the world, nations have passed _____⁷ law packages that make the issuance of spam a criminal act. _____⁸ is loosely defined as unsolicited emails that are _____⁹ sent to thousands or even millions of _____¹⁰ accounts. Some nations have _____¹¹ specific conditions that must _____¹² in order for the spam to not be considered a cybercrime, such as providing a means for the _____¹³ to opt out of receiving further email solicitations from the _____¹⁴. As the problem grows, more politicians _____¹⁵ the idea of some sort of _____¹⁶ or international cybercrime act that would specifically address the use of spam and either _____¹⁷ or eliminate the practice altogether. Blackmail is a long-established illegal act that has been given a new twist in the _____¹⁸ age. The _____¹⁹ may threaten to release embarrassing or other _____²⁰ information via the Internet or a _____²¹ network if the _____²² does not comply with the _____²³ of the criminal. A cybercrime of this type

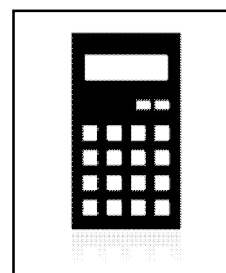
may go as far as having the victim transfer funds to an untraceable bank _____²⁴ using some type of _____²⁵ payment program, thus making full use of modern _____²⁶ to commit the crime. Obtaining _____²⁷ cybercrime _____²⁸ is not as easy as it would seem. As with many criminal acts, some incidents of _____²⁹ crime go unreported. This makes it hard to _____³⁰ any type of an accurate cybercrime report.



Important Issues –

The Top Five (5) Mistakes Leading Up to a Cyber Crime:

1. Snapping a Picture With Your Phone: If your smartphone is GPS-enabled – cyber criminals can instantly access the exact location where your picture was taken. Twitter users are at-risk for stalking and privacy invasions when they take and post Twitpics containing geotag data.



2. Tweeting Your Location: If you regularly tweet or update your Facebook status with your travel or entertainment plans – you could be giving a criminal an open invitation to break into your home.

3. Automatic Location-Updating Applications: Never use applications (like Foursquare or Gowalla.com) that automatically broadcast your whereabouts on Facebook. These apps tell your "friends" when you've arrived at a certain location.

4. Divulging Too Much Information: Don't include your social security number, address or telephone number on your Facebook or Myspace page. This seems like common sense but 52 percent of social-network users divulge this sort of information.

5. Friending People You've Never Met: 4 out of 10 Facebook users blindly accept friend requests from people they've never met. This behavior places you at-risk for criminal cyber attacks.



Have Fun! Lawyer Jokes!

A computer salesman, a hardware engineer, and a software engineer are driving in a car together. Suddenly the right rear tire blows out, and the car rolls to a stop. Our three heroes pile out to investigate. The salesman announces sadly, "Time to buy a new car!" The hardware engineer says, "Well, first let's try swapping the front and rear tires, and see if that fixes it." The software engineer replies, "Now, let's just try driving the car again, and maybe the problem will go away by itself."



Important Issues –

Cybercrime Terms you might need to know:

Access – is obtaining the use of a computer system and being able to enter, modify, delete, or inspect records and data.

Assault by Threat – is threatening a person with fear for their lives or the lives of persons whose safety they are responsible for – such as family members, employees, etc.– through the use of a computer network.

Back door – a secret access route into the system; it is also a name of several unpleasant viruses – Trojans – which jeopardise network security and attempt to give malicious users access to the computer.

Bluesnarfing – is the unauthorized access of information from a wireless device through a Bluetooth connection, often between phones, desktops, laptops, etc.

Botnet – is a collection of software agents, or robots, that run autonomously and automatically, most commonly associated with malicious software; can also refer to a distributed computing software.

Bug – is a fault in a computer system, usually associated with software, when a system behaves differently to expectations.

Carding – is shopping using credit card numbers and identities of others, which is obtained illegally, usually by stealing the data on the internet.

Chain Letter – is a letter, often with a request for and promise of money, that is sent to many people who add to or recopy it and send it on to others.

Child Pornography – is the illegal use of computer networks to create, distribute, or access materials that sexually exploit underage children.

Click fraud – is a type of Internet crime that occurs in pay per click online advertising when a person, automated script or computer program imitates a legitimate user of a web browser clicking on an ad, for the purpose of generating a charge per click without having actual interest in the target of the ad's link.

Code breaking software – is a piece of software designed to decipher a code, but used most often to crack a password.

Communication device – means cell phones, personal digital assistance or combination of both or any other device used to communicate, send or transmit any text video, audio or image.

Computer Viruses – are pieces of programming code which have been purposely written to inflict an unexpected result upon an innocent victim; transmitted within other seemingly legitimate files or programs, the opening, or execution of which, causes the virus to run and to replicate itself within a computer system, as well as performing some sort of action.

Corrupt Data – is data that has been received, stored, or changed, so that it cannot be read or used by the program which originally created the data.
Cracker – 1) a piece of software (program) whose purpose is to "crack" the code to, e.g. a password; 2) a person who attempts to gain unauthorised access to a computer system, who is usually ill intentioned and performs malicious acts of techno-crime and vandalism.
Cracking – is hacking for malicious purposes; the act of breaking into someone's computer system to modify it, steal data/ commit a violent act.
Credit card fraud – is a theft and fraud committed using a credit card or any similar payment mechanism as a fraudulent source of funds in a transaction with the purpose to obtain goods without paying, or to obtain unauthorized funds from an account.
Customer acquisition – is an attempt to lure computer users to access the site with dangerous or malicious software.
Cyber Bullying – is when the Internet, cell phones or other devices are used to send/ post text/ images intended to hurt/ embarrass another person.
Cyber café – is any facility from where the access to the Internet is offered by a person in the ordinary course of business to the members of the public.
Cyber Contraband – is transferring illegal items through the internet such as encryption technology that is banned in some locations.
Cyber crime – is any criminal activity which uses network access to commit a criminal act.
Cyber defamation – sending e-mails to all concerned or posting on website the text containing defamatory matters about the victim.
Cyber Terrorism – is the premeditated use of disruptive activities, or the threat against computers or networks, with the intention to cause harm or further social, ideological, religious, political or similar objectives, or to intimidate any person in furtherance of such objectives.
Cyberlaundering – is an electronic transfer of illegally-obtained monies with the goal of hiding its source and possibly its destination.
Cyberstalking – is express or implied physical threats that creates fear through the use of computer technology such as email, phones, text messages, webcams, websites or videos.
Cybertheft – using a computer to steal which includes activities related to: breaking and entering, DNS cache poisoning, embezzlement and unlawful appropriation, espionage, identity theft, fraud, malicious hacking, plagiarism, and piracy.
Cybervandalism – is damaging or destroying data rather than stealing or misusing them, e.g., when network services are disrupted or stopped.

Cyberwar – alternative name for Information warfare – is an assault on electronic communication networks.
Data interference – is an unauthorized damaging, deletion, deterioration, alteration or suppression of computer data.
Data spill – is a transfer of a formally accredited for security information to the information systems of a possibly hostile agency.
Data theft – is perpetrated by office workers with access to technology who copy and misuse the company's information to profit personally.
Defacing – is an activity to change the site's pages/ websites of the others.
Digital signature – electronic signature – is a digital file that is attached to an e-mail message or other electronic document and is used to verify the document's origin and contents by means of associated encryption and decryption algorithms.
Drug Sales – is illegal and prescription drug sales through the Internet.
Drug Trafficking – contraband – is happening over the Internet when traffickers use encrypted email or password-protected message boards to arrange drug deals using courier websites for the delivery of illegal packages containing drugs, and sharing formulas for amphetamines in restricted-access chat rooms.
e-Commerce, e-Business or e-Tailing – is an electronic transaction, performed over the Internet – and usually via WWW – in which the parties to the transaction agree, confirm and initiate both payment and goods transfer; at the click of the mouse. Two general types of e-Commerce activity are Business to Consumer – B2C and Business to Business – B2B.
Electronic fraud – is a fraud – deliberate deception, trickery, or cheating intended to gain an advantage done by the Internet, via email or websites.
E-mail bombing – is a form of net abuse consisting of sending huge volumes of e-mail to an address in an attempt to overflow the mailbox or overwhelm the server where the email address is hosted in a DOS-attack.
Escrow – Internet escrow works by placing money in the control of an independent and licensed third party in order to protect both buyer and seller in a transaction; when both parties verify the transaction has been completed per terms set, the money is released.
e-Trading – is that part of e-Commerce which specialises in financial services: dealings with corporate papers, e.g. stocks and shares; the purchase of commodities and currencies etc. It can be B2C or B2B.
Forgery – ID theft – Identity theft – is cheating of another person's identity typically in order to access resources or obtain credit and other benefits in that person's name.

<p>Fraud – computer fraud – refers to the fallacious misrepresentation of fact conveyed with an intention of inducing another to do or refrain from doing something that will ultimately lead to some major kind of loss, e.g., scams and altering data to get a benefit, such as removing arrest records from the police station server, changing grades on the school computer system or deleting speeding tickets from driving records.</p>
<p>Hacking – is an illegal intrusion into a computer system without permission thus destroying files and data through spreading viruses.</p>
<p>Hacker – is any individual who uses their knowledge of networks and computer systems to gain unauthorized access to computer systems; typically applies to those who break in out of curiosity or for the challenge itself rather than those who actually intend to steal or damage data.</p>
<p>Harassment – encompasses all the obscenities and derogatory comments directed towards a specific individual or individuals focusing for example on gender, race, religion, nationality, and sexual orientation commonly encountered in chat rooms or through newsgroups.</p>
<p>Hit Inflation Attack – is a kind of fraudulent skill used by some advertisement publishers' to earn unjustified revenue on the traffic they drive to the advertisers' Web sites.</p>
<p>Identity Hacking – is posting on the Internet or Bulletin Boards anonymously, pseudonymously, or giving a completely false name or address or telephone with intent to deceive.</p>
<p>Illegal access – is an unauthorized access.</p>
<p>Illegal entry into a computer system – is breaking into a system with malicious intent and fairly well-known multiple tools and tricks that exploit common weaknesses in the security of target systems.</p>
<p>Illegal interception – is committed by technical means of non-public transmissions of computer data to, from or within a computer system.</p>
<p>Impersonation – is usually where the criminal is trying to assume the identity of another in order to commit fraud such as accessing confidential information or to gain property not belonging to them. Also known as social engineering.</p>
<p>Incursion – is a penetration of the system by an unauthorised source; similar to an Intrusion, but Incursions are classed as Hostile.</p>
<p>Information Security incident – is an event which appears to be a breach of the organisation's Information Security safeguards.</p>
<p>Intrusion – is equivalent of trespassing – an uninvited and unwelcome entry into a system by an unauthorised source. While Incursions are always seen as Hostile, Intrusions may well be innocent, having occurred in error.</p>

<p>Information Technology – is the study, design, development, application, implementation, support or management of computer-based information systems, particularly software applications and computer hardware.</p>
<p>IPR theft – Intellectual Property Rights theft – via illegal access to data.</p>
<p>IRC crime – Internet Relay Chat crime – is a form of real-time Internet online chat or synchronous conferencing which hackers use for discussing their exploits or sharing the techniques; pedophiles use to allure small children; criminals use for meeting conspirators or to harass a woman giving her telephone number to others as if she wants to befriend males.</p>
<p>Luser – Loser + User – is a member of staff with an uncanny ability to make a mess of the computer system quite innocently and without malice.</p>
<p>Malicious code – includes all and any programs (including macros and scripts) which are deliberately coded in order to cause an unexpected (and usually, unwanted) event on a user's PC.</p>
<p>Malware – is a computer program created to break or damage any software or operating system composed of various kinds, namely: viruses, worms, Trojan horses, adware, browser hijackers, etc.</p>
<p>Malware partnership – is any joint venture, in which several manufacturers join forces to spread their malware, e.g., Conficker and Waledac partnerships that work together to complement each other, where Waledac using botnets to distribute Conficker spam.</p>
<p>Masquerading – is identifying yourself as someone else, i.e. purporting to be another probably genuine user, for example; sending an e-mail to a client under someone else's name.</p>
<p>Mockingbird – is a special type of Trojan Horse virus program, that intercepts communications (login transactions) between users and hosts, and provides system-like responses to the users while saving their responses for later transmission to, or collection by, a third party.</p>
<p>Money-laundering – allows criminals to transform illegally obtained gain into seemingly legitimate funds. Money laundering usually consists of three steps: placement, layering, and integration.</p>
<p>Multi-level marketing – Network Marketing – is a business distribution model that allows a parent company to market their products directly to consumers by means of relationship referral and direct selling via distributors, who develop their organization by either building an active customer base or by recruiting a downline of independent distributors who also build a customer base, expanding the overall organization.</p>
<p>Net extortion – is when a person unlawfully obtains either money, property or services from a person, entity, or institution, through coercion.</p>

<p>Obscene or Offensive Content – the contents of some of the websites and other electronic communications over the net which are really distasteful, obscene or offensive for a variety of reasons.</p>
<p>Online Gambling – is gambling over the internet – playing for stakes in the hope of winning which requires electronic payment for gambling through the use of credit cards, debit cards, electronic fund transfers, etc.</p>
<p>Pay per click advertising – PPC advertising – is an arrangement in which webmasters – operators of Web sites, acting as publishers, display clickable links from advertisers in exchange for a charge per click.</p>
<p>Phishing – is the criminally fraudulent process of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication.</p>
<p>Piracy – is the unauthorized use or reproduction of copyrighted or patented material, e.g., software piracy.</p>
<p>Ponzi scheme – after Charles Ponzi (1882 -1949), Italian-born speculator who organized such a scheme – a fraud disguised as an investment opportunity, in which initial investors and the perpetrators of the fraud are paid out of funds raised from later investors who lose all funds invested.</p>
<p>Pornography – is sexually explicit pictures, writing, or other material whose primary purpose is to cause sexual arousal or transmitting of such lascivious (exciting sexual desires) material.</p>
<p>Proto-hacker – an individual who has risen above the tinkering Anorak level with aspirations to be a Hacker – but does not yet have the necessary skills to crack a major system; may have marginally more technical skills than Anoraks but still displays immaturity by leaving calling cards, messages, graphics, etc., as a result most of them are identified and caught.</p>
<p>Pyramid scheme – is a non-sustainable business model that involves the exchange of money primarily for enrolling other people into the scheme, usually without any product or service being delivered.</p>
<p>Salami attacks – is making insignificant changes in computer database which go unnoticed by the victim.</p>
<p>Salami Slicing – is a technique employed successfully by criminally inclined IT staff to acquire large sums of money, by means of very small amounts: essentially it needs something like a Foreign Exchange business environment where there are large numbers of transactions.</p>
<p>Samurai – is a hacker who is hired out for legal cracking jobs to make and repair electronic locksmith.</p>
<p>Sexually explicit content – is containing material, e.g., language or film footage, that might be deemed offensive.</p>

Slag – (verb) – to run a destructive program which will render most or all of a computer systems files, records, and data, utterly useless.
Sneakernet – is a method for transferring electronic information, especially computer files, by physically couriering removable media such as magnetic tape, floppy disks, compact discs, USB flash drives, or external hard drives from one computer to another.
Software piracy – is illegal copying of the genuine software or programs.
Spam – is an unsolicited or undesired sending out of junk e-mails for commercial purposes.
Spoofing – is getting one computer on a network to pretend to have the identity of another computer in order to gain access to the network with the aim of interception, alteration, and retransmission of data in an attempt to fool the recipient.
Stealth bomb – is a piece of malicious code that is disguised as something else and may be received as a normal e-mail, or perhaps as an amusing screen saver; such bombs deliver their payload surreptitiously and the results can be both damaging to the system and also highly embarrassing.
Stock manipulations – is a practice whereby owners of a company or brokerage firms or investment companies take actions to increase or decrease the value of that stock, so they can buy or sell shares at a profit.
Systems interference – interfering with the functioning of a computer system by inputting, transmitting, damaging, deleting, deteriorating, altering or suppressing computer data.
Tax evasion – is intentional avoidance of tax payment – reduction or minimization of tax liability usually by inaccurately declaring taxable income or by other illegal methods.
Techno Vandalism – describes a hacker or cracker who breaks into a computer system with the sole intent of defacing or destroying its contents.
Theft of telecommunications services breach – is obtaining access to a dial-in/ dial-out circuits and making their own calls/ selling call time to the third parties via gaining access to the switchboard by impersonating/ fraudulently obtaining an employee's access code/ by using software.
Threatening – is sending threatening e-mails to victim.
Thumbsucking – podslurping – is the intentional or unintentional use of a portable USB mass storage device –a USB flash drive or thumbdrive, to illicitly download confidential data from a network endpoint.
Time bomb – is a piece of hidden program code designed to run at some time in the future, causing damage to, or loss of, the computer system.

Trojan Horse – is a malicious, security-breaking program that is disguised as something harmless, such as a directory lister, archiver, game or even a program to search and destroy viruses; it normally requires a user to perform some action before the payload can be activated.

Virus – is a form of malicious code; may be transferred unknowingly from one computer to another.

Virus dissemination – is sending malicious software which attaches itself to other software.

Voyeurism – is the sexual interest in or practice of spying on people engaged in intimate behaviors considered to be of a private nature.

Vulnerability – is any flaw or weakness in the network defense that could be exploited to gain unauthorized access to, damage or otherwise affect the network.

Warez – refers primarily to copyrighted works distributed without fees or royalties, and may be traded, in general violation of copyright law.

Web-auctions – is a process of buying and selling goods or services in Internet by offering them up for bid, taking bids, and then selling the item to the highest bidder.

Zombie computer – zombie – is a computer attached to the Internet that has been compromised by a hacker, a computer virus, or a trojan horse to be used to perform malicious tasks under remote direction when owners are unaware that their system is being used in this way.



Have Fun! Lawyer Jokes!

Women stated that computer should be referred to in the masculine gender because: 1) In order to get their attention, you have to turn them on; 2) They have a lot of data, but are still clueless; 3) They are supposed to help you solve problems but half the time they are the problem; 4) As soon as you commit to one, you realize that, if you had waited a little longer you could have had a better model.

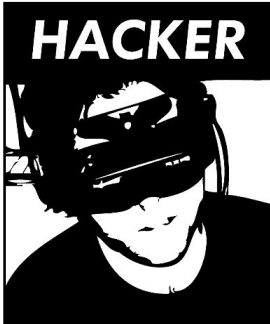
Men conclude that computers should be referred to in the feminine gender because: 1) No one but the Creator understands their internal logic; 2) The native language they use to communicate with other computers is incomprehensible to everyone else; 3) Even your smallest mistakes are stored in long-term memory for later retrieval; 4) As soon as you make a commitment to one, you find yourself spending half your paycheck on accessories for it.



Text 2. Causes, effects and impacts of cybercrime worldwide

http://www.ehow.com/about_5286381_causes-cyber-crime.html#ixzz18ANP8PYw

Read the text and pay attention to the words in bold type:



Cybercrime is the fastest growing crime in the world with millions of people **affected** every day. The effects of one successful attack on a corporation can have far-reaching **implications**, including financial losses at the corporate level, to stock losses and money lost for **consumers** or **stock holders**. Laws have been **swiftly** put into place to **halt** these types of attacks, but criminals find haven in countries with **lax** cyber crime laws. Humans tend to engage in criminal enterprises when the rate of return on **investment** is high and the risk of loss is low. This calculation is made every day on the part of cybercriminals, and they have concluded it is **profitable** to continue committing fraud, stealing financial information and hacking into networks worldwide.

When personal computer technology was relatively new, and networks were first becoming **ubiquitous** in the 1990s, those who engaged in illegal hacking activities did so for the purpose of improving their knowledge of systems, testing their abilities and competing against others for **recognition** as the best hacker. Thus, **intrusions** into networks, ranging from military installations to commercial institutions, were little more than **nuisances** and likely did not pose a long-term risk to security. Furthermore, while viruses, spyware and Trojan horses became more **disruptive**, these intrusions were seen as an annoyance **akin** to vandalism. Aside from disabling a computer or making it run slower, intrusions such as these did not reach the level of concern normally associated with criminal behavior. Yet as history shows us, whenever a group of people develop skills that give them an advantage over society at large, some will eventually **exploit** and **victimize** society.

According to the FBI and the Association for Computing Machinery, the last few years have seen an explosion in computer security **breaches** that are used to steal, **extort** and **deceive**. This new breed of cybercriminal is no longer motivated solely by **ego** and technological ability. Instead, cybercriminals have discovered that the skills they learned as teens – hacking into high school networks or creating disruptive viruses to **boast** to their friends – are now also useful in making a comfortable living.

Unlike crimes committed in the physical world, cybercrime requires little to no investment to be carried out. A criminal **mugging** someone on the street requires a gun and some basic **know-how**, and such a crime carries with it the risk of jail time or injury if the victim puts up a fight. More complex criminal activity, such as robbing a bank or operating a protection **racket**, requires organizing several people, and to a certain extent, equipping and training them. In the real world, the laws of economics apply to criminals, and criminals must make **determinations** about how much they can invest and risk.

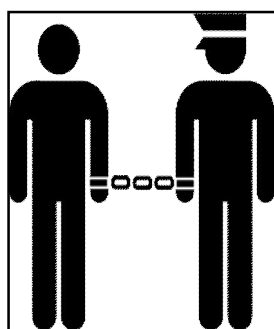


Online, a potential criminal usually only needs to worry about his or her ability to **compromise** secure systems or trick someone into **revealing** his or her financial information. Cybercriminals can operate **remotely** from countries where they risk little interference from law enforcement. Through the very systems that make e-commerce possible, cybercriminals are able to easily commit crimes. Additionally, unlike in the physical world, cybercriminals do not need to deal with competing groups or individuals for territory.

Thus, there is ease of entry into the market, and, because the market is so big, little in the way of direct **competition**. In fact, there is often **collaboration** and **loose** networks of cybercriminals, who, instead of fighting for control like real-world gangs do, work together to improve their capabilities and skills and to seek out new opportunities. This "open source" organization is one of the reasons cybercrime is so hard to fight using traditional methods and organizations. **Hierarchical** and static law enforcement agencies, for example, usually rely on defined laws, regulations and internal procedures to operate effectively against criminals. The tools that are effective for law enforcement agencies on the street are **ineffective** in the **virtual realm**. Technology and tactics of cybercriminals can change faster than law enforcement can adapt to them.


Cyber crime affects more than the financial **integrity** of a business. There are many very real and **damaging consequences** associated with Internet crime. Understanding the effects of cyber crime is an important first step in **comprehending** the necessity of security measures on a computer network. Types of cybercrime range from outside parties who hack into a computer network to phishing programs which give users a false sense of security, prompting them to divulge sensitive information. One of the main

effects of cyber crime on a company is a **loss of revenue**. This loss can be caused by an outside party who obtains sensitive financial information, using it to **withdraw** funds from an organization. It can also occur when a business's e-commerce site becomes compromised while inoperable,




valuable income is lost when consumers are unable to use the site.


Another major effect or consequence of cyber crime is the time that is wasted when IT personnel must devote great portions of their day **handling** such **incidences**. Rather than working on productive measures for an organization, many IT staff members spend a large percentage of their time handling security breaches and other problems associated with cyber crime. In cases where customer records are compromised by a security breach associated with cyber crime, a company's **reputation** can take a major hit. Customers whose credit cards or other financial data become **intercepted** by hackers or other **infiltrators** lose **confidence** in an organization and often begin taking their business elsewhere. Due to the measures that many companies must implement to counteract cyber crime, there is often a negative effect on employees' productivity. This is because, due to security measures, employees must enter more **passwords** and perform other **time-consuming** acts in order to do their jobs. Every second wasted performing these tasks is a second not spent working in a productive manner.

 Exercise A. Multiple-choice: Choose the appropriate definition for the words given below:		
1. swiftly A. slowly B. very fast C. eventually	2. ego A. character B. humility C. self-esteem	3. competition A. festival B. contest C. polarity
4. collaboration A. antagonism B. mutual effort C. disagreement	5. loose A. tight B. immoral C. relaxed	6. investment A. financial assets B. savings C. income
7. integrity A. corruption B. completeness C. irregularity	8. reputation A. worthlessness B. respectability C. notoriety	9. infiltrator A. intruder B. secret agent C. public service

10. password A. bus ticket B. secret service C. secret word	11. time-consuming A. conservative B. sleepy C. involving a lot of time	12. confidence A. uncertainty B. apprehension C. trust
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 **Exercise B.** Match the synonyms from the listed words to your right to the given words on your left:

consumer	end user, marketer, merchandiser, purchaser, buyer
customer	recipient, employee, manager, client, receiver, seller
productivity	idleness, efficiency, input, output, fruitfulness, gain
counteract	support, approve, contradict, consent, endorse, negate
security	safety, protection, danger, uncertainty, worry, guard
sensitive	ignorant, neglectful, unprotected, vulnerable, prone
revenue	debt, payment, benefit, possessions, cash reserve
consequence	beginning, cause, result, outcome of action, concept
income	losses, payout, benefit, earnings, expenditure, gains
effects	cause, negligence, result, conclusion, achievement
tactics	disorder, plan, scheme, strategy, misuse, disposition
ineffective	weak, useless, competent, effective, unsuccessful
interference	intervention, intrusion, aid, assistance, help, invasion

 **Exercise C. Test yourself:** Choose the correct word from the box of words to complete the sentences given below:

recognition	affected	implications	consumers	halt
withdraw	stock holders	victimize	profitable	akin
damaging	nuisance	deceived	handle	lax
comprehend	disruptive	intrusions	mugging	racket
consequences	boasting	reveals	ubiquitous	extort
loss of revenue	determination	remotely	breach	exploit
compromise	hierarchical	intercept	know-how	virtual realm

1. The reporter's coverage resulted in prejudicial _____¹ publicity for the defendant.
2. In exceptional circumstances, where there is seriously _____² or violent behavior, we must join our efforts to stamp such a _____³ out by any forceful means.

3. The fighter plane was ordered to _____⁴ an aircraft that had entered the country's airspace.
4. The natural meaning of the word _____⁵ is to obtain money or other valuable things by compulsion, by actual force, or by the force of motives applied to the will, and often more overpowering and irresistible than physical force.
5. The insurance company _____⁶ and _____⁷ Mr. Williams in _____⁸ of a contract when the insurer refused to compensate the property losses he suffered as a result of arson with the reference to the allegedly new Insurance Policy Act which has not been even enacted yet.
6. The Germans are not alone in finding their language under pressure from the _____⁹ spread of English.
7. In 2003 the _____¹⁰ of phishing attacks and other hackers` _____¹¹ were _____¹² to the overwhelmed panic on the US market since businesses, _____¹³ and consumers collectively have suffered about \$2.4 billion in _____¹⁴.
8. Should a professional attacker attempt to _____¹⁵ and _____¹⁶ existing vulnerabilities in the _____¹⁷ net systems through a more targeted worm, the costs of losses to American corporations could be astronomical.
9. The Stop Now Orders regime will be extended to protect _____¹⁸ from traders who do not meet their legal obligations.
10. Parents enjoy _____¹⁹ about their children's achievements.
11. The government hopes to _____²⁰ tax fraud.
12. An assault upon a person especially with the intent to rob is qualified as _____²¹.
13. There is a widespread _____²² that Nepal is a highly _____²³ society with a similar caste system to India.
14. Some people are brilliant with computers and feel at home in _____²⁴, but have no idea how to _____²⁵ or behave with other people.
15. The in-house memorandum _____²⁶ in details the strategy of _____²⁷ knowledge and skills to be acquired by means of the company`s IT personell to make the project really _____²⁸.
16. According to the Public Order _____²⁹, four thousand artifacts were stolen from the regional museum recently by local organized smuggling _____³⁰ groups.
17. The lenient _____³¹ reached by the court of justice on a disputed matter may create incentives for criminals to _____³² the same company again in the belief that no strict punishment will be forthcoming.

18. When during the religious ceremony the measured speech of the chorus passes over into song the tones are _____³³ but unmistakably resemble those taught by the orthodox liturgy.

19. The investigating officer could not _____³⁴ for weeks what the gangs were plotting but finally he caught on.

20. There are some circumstances where a buyer is legally entitled to _____³⁵ from a contract without any financial penalty or losses.



Important Issues –

You have to know where the danger comes from:

1. The possible reasons for computers` vulnerability:

1) Capacity to store data in comparatively small space – affords hackers to remove or derive information through physical/ virtual medium pretty fast.

2) Easy to access – the problem encountered in guarding a computer system from unauthorised access is that there is every possibility of breach not due to human error but due to the complex technology. By secretly implanted logic bomb, key loggers can steal access codes, advanced voice recorders, etc. that can fool biometric systems and bypass firewalls, etc.

3) Complexity – the computer`s operating system is composed of millions of codes. There might be a lapse at any stage. The cyber criminals take advantage of these lacunas and penetrate into the computer systems.

4) Negligence – is very closely connected with our human conduct. It is therefore very probable that while protecting the computer system there might be some negligence, which in turn provides a cyber criminal with a tool to gain access and control over the computer system.

5) Loss of evidence – is a very common and obvious problem as the data could be routinely destroyed. More often the collection of data outside the territorial extent just paralyses the investigation system with a zero result.

2. Cyber criminals constitute various groups and categories:

1) Children and adolescents of the age group of between 6 – 18 years – "scamps" – are showing the exact delinquent pattern of behaviour: to know and explore; to prove themselves to be outstanding among the other children in their group; to disobey the norms and rules, etc.

2) Organised hackers – are mostly cooperating to fulfil certain objectives. The reason may be to fulfil their political bias, fundamentalism, etc.

3) Professional hackers or crackers – are motivated by the colour of money. They are mostly employed to hack the site of the rivals and get credible, reliable and valuable information. They are also employed to crack the

system of the employer basically as a measure to make it safer by detecting the loopholes.

4) Discontented employees group – includes those people who have been either sacked by their employer or are highly dissatisfied with their employer. They normally hack the system of their employee to avenge.

3. Motives for cybercrime:

1) The desire for entertainment – usually applies to youngsters who try out various methods of hacking to see what works and what does not to get additional peer respect by hacking or to feel adrenaline when they pit themselves against powerful security systems and attempt to "beat" the system by getting in but doing no damage eventually.

2) Profit – is the most widespread motive behind all cybercrimes and includes a smorgasbord of crimes such as embezzlement, corporate espionage and being a "hacker for hire".

3) Infuriation or revenge or anger could be an emotional reason for any genre of crime committed. The release of adrenaline effects a temporary suspension of rational thought and decorum. Dumped lovers or spouses, retrenched employees, businessmen who feel cheated or ripped off etc. belong to this category.

4) Social motivators break into systems just to prove their capabilities. Moreover, by encouraging and daring one another to go on further, groups of hackers cause far more harm than each one would individually.

5) People who have political agendas usually ascribe to rudimentarily robust leftist or rightist beliefs. They use the Net merely to spread propaganda or get their opinions heard which may predate terrorist attacks.

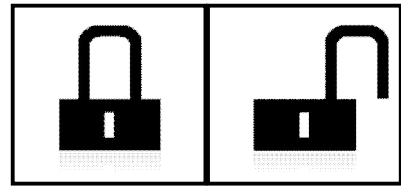
6) Sexually motivated cybercriminals encompass passive and active paedophiles as well as serial rapists. Active paedophiles do not just stop at fantasizing. They use chat rooms to befriend children. They can then choose to rape the children after arranging a meeting with them or choose to gradually seduce them into a fairly long sexual relationship. Serial rapists do not resort only to meeting their victims in dark and secluded areas. There are examples when the Net supports a real world crime.

7) The rarest but potentially most harmful cybercriminals are those with mental disorders or psychiatric illnesses, such as schizophrenia, depression, mania, personality disorders, etc. They are detached from society and can find refuge in the world of cyberspace where their true personalities are masked. These criminals may potentially be very hard to track down as their motivations may be illogical and unpredictable.



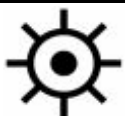
It is interesting to know: The first recorded cybercrime!

1. The first recorded cybercrime took place in the year 1820! That is not surprising considering the fact that the abacus, which is thought to be the earliest form of a computer, has been used around since 3500 B.C. in India, Japan and China. The era of modern computers, however, began with the analytical engine of Charles Babbage. In 1820, Joseph-Marie Jacquard, a textile manufacturer in France, produced the loom. This device allowed the repetition of a series of steps in the weaving of special fabrics. This resulted in a fear amongst Jacquard's employees that their traditional employment and livelihood were being threatened. They committed acts of sabotage to discourage Jacquard from further use of the new technology. This is the first recorded cybercrime!



2. In 1971 John Draper discovered the give-away whistle in Cap'n Crunch cereal boxes that reproduced a 2600Hz tone. Draper built a "blue box" that, when used with the whistle and sounded into a phone receiver, allows phreaks to make free calls. Esquire published "Secrets of the Little Blue Box" with instructions for making one. Wire fraud in the US escalated.

3. In 1981 Ian Murphy, aka. "Captain Zap", became the first felon convicted of a computer crime. Murphy broke into AT&T's computers and changed the billing clock so that people were receiving discounted rates during normal business hours.



It is interesting to know: Some more facts about cybercrime:
The eight (8) most notorious hackers worldwide:

<http://technology.ezinemark.com/top-8-notorious-hackers-worldwide-7736796265bf.html>

1. **Kevin Mitnick**, the most-wanted computer criminal in the United States at the time of his arrest, was jailed for five years in 1995 for countless acts of computer fraud. He hacked into Digital Equipment Corporation systems, Nokia, Motorola, Fujitsu Siemens and many others. He kept ahead of police by using a scanner to pick up their radio transmissions. He published a book entitled "The Art of Deception", in which he talked about his experiences with hacking and later owned a company that offers security consulting.



2. **Nahshon Even-Chaim**, a member of an Australian hacking team called The Realm, became the first Australian to be arrested and convicted of

computer hacking. His targets were defence and nuclear weapons research networks, so he started breaking into systems by dialing in directly or placing calls through X.25 networks in 1980s. The Australian Federal Police officers discovered his identity through undercover operations.

3. Eric Corley, a well-known hacker, faced trial in 1999 for sharing DeCSS codes, which allowed to decrypt encrypted DVDs and download them. He now owns a non-profit organization called the 2600 Enterprises, Inc. and publishes a magazine titled “2600: The Hacker Quarterly”.

4. Fred Cohen was responsible for the first computer virus that could completely overtake a computer and control each one of its functions. He also created positive viruses which would compress all executable files on a computer, thereby saving hard disk space. Currently, he runs a company providing information security. By the way, the guy was never jailed.

5. Kevin Poulsen, a former black hat hacker, was best known for his takeover of the KIIS-FM phone lines, a Los Angeles based radio station. At the time, KIIS-FM was running a contest in which the 102nd caller would possibly win a Porsche 944 S2. In order to get the Porsche, he clogged all of the lines and made himself the 102nd caller. He was arrested in June 1994 and charged with wire, mail and computer fraud as well as money laundering. Currently, he is a senior news editor for Wired News.

6. Adrian Lamo, a grey hat hacker, was best known for breaking into The New York Times, Yahoo! News and Microsoft. He was investigated by the F.B.I. for 15 months due to complaints of many companies. He was sentenced to home detention and ordered to pay \$65,000. Today, Lamo studies journalism in a college.

7. Vladimir Levin, a Russian-born Jewish, is notorious for his involvement in the attempt to fraudulently transfer US\$10.7 million via Citibank’s computers. In 1994, he accessed several Citibank accounts and used dial-up wire transfer service to successfully transfer money into accounts located in Israel, Germany, the U.S., Finland and the Netherlands. He jailed 3 years and was ordered to pay \$240,015. Now, he does business in Lithuania.

8. Robert T. Morris, Jr., is known for the first computer worm created and named after himself, the Morris worm, in 1988. The main purpose of his worm was to see how many computers were connected to the Internet. However, due to its configuration, the worm did a lot more damage than expected. Some of the totals ranged from \$20,000 to \$530,000. Despite this damage, Morris only had to do community service and was spared jail time. Today, Morris is a professor at Massachusetts Institute of Technology teaching in the computer science and electrical engineering field.



Exercise D. Choose the correct word from the multiple-choice options to complete the sentences given below. Restore the text, discuss the problem of a chain letter. Answer my questions to you:

1. A typical chain letter consists of a message that attempts to _____¹ the recipient to make a number of copies of the letter and then pass them on to as many recipients as possible.

a) forbid; b) remind; c) induce; d) stop

2. Common methods used in chain letters include emotionally manipulative stories, get-rich-quick pyramid schemes, and the exploitation of _____² to threaten the recipient with bad luck or even physical violence or death if he or she "breaks the chain" and refuses to adhere to the conditions set out in the letter.

a) good manners; b) lack of education; c) government; d) superstition

3. Today, chain letters are generally no _____³ than actual letters and are sent through e-mails, posts on social network sites, and as text messages.

a) shorter; b) longer; c) more colorful; d) wiser

4. In the United States, chain letters that _____⁴ money or other items of value and promise a substantial return to the participants are considered a form of gambling and therefore _____⁵.

⁴ **a) offer; b) bid; c) exchange; d) request**

⁵ **a) popular; b) lawful; c) illegal; d) attractive**

5. Chain letters may also qualify under other types of illegal activities, as in the case of a pyramid scheme asking _____⁶ to send money and forward the e-mail, and may be harmful and contain _____⁷.

⁶ **a) recipients; b) authorities; c) friends; d) enemies**

⁷ **a) expensive gift; b) trojans; c) banknotes; d) a letter of dismissal**

6. Other types of chain letters are viewed as a general _____⁸ to the postal system and do not function as correspondence mail, but rather as a game.

a) nuisance; b) pleasure; c) perspective; d) respect

7. Some colleges and military bases have passed _____⁹ stating that in the private mail of college students and military personnel, respectively, chain letters are not authorized and will be _____¹⁰.

⁹ **a) invitations; b) regulations; c) Statute laws; d) Bill of Rights**

¹⁰ **a) redirected to parents; b) welcome; c) discussed; d) thrown out**

8. In Africa, most of the chain letters take religious perspectives especially relating to Christianity and Islam, and persuade people to make copies of such letters on the grounds of "good" and "bad" examples of those who

_____ ¹¹ and were rewarded and others who disobeyed and _____ ¹².

¹¹ **a) prayed; b) communicated; c) obeyed; d) travelled**

¹² **a) left the country; b) flourished c) earned a lot; d) suffered heavily**

9. Some platforms like Facebook (through messages or applications), YouTube (in the form of video comments) and Myspace (in the form of myspace bulletins) can _____ ¹³ chain letters playing with users' emotions or religious background or political outlooks.

a) advertise; b) host; c) download; d) delete

10. A chain spider is a type of electronic chain letter whereby recipients are _____ ¹⁴ to sign a petition in favor of a particular cause with the list of names contained within the message.

a) limited; b) forbidden; c) prohibited; d) encouraged

11. This is called a chain spider because each time it is _____ ¹⁵ to a group of people each recipient receives an independent clone of the message so that the numerous copies will exist with _____ ¹⁶ added to only one copy.

¹⁵ **a) sold; b) forwarded; c) revealed; d) guaranteed**

¹⁶ **a) addresses; b) applications; c) signatures; d) messages**

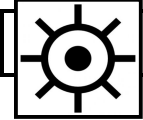
12. Chain spiders propagate in an exponential fashion, and thus chains with long recipient lists are likely to have either spread to a lot of people like in Pyramid schemes, thus qualifying for wire fraud, or contain _____ ¹⁷ information. **a) fabricated; b) genuine; c) personal; d) official**



My questions to you:



1. What is a chain letter?
2. What are the common methods used in chain letters?
3. Is it difficult to distinguish chain letters from any genuine correspondence?
4. What are the ways to send and get chain letters?
5. Why are some forms of chain letters regarded as harmful and thus illegal in the United States?
6. What dangers could some of the chain letters contain?
7. Why are even seemingly harmless chain letters so annoying?
8. What is a chain spider letter? What is a virus hoax?
9. What popular Internet platforms can host chain letters?
10. What is qualified as a wire fraud?



It is interesting to know: Some examples of chain letters:

1. One notorious early example of chain letters written on paper was the "Prosperity Club" or "Send-a-Dime" letter, started in Denver, Colorado in 1935, based on an earlier luck letter. It soon swamped the Denver post office with hundreds of thousands of letters before spilling into St. Louis and other cities.



2. Chain letters taking religious perspectives often originate from Photocopy centers, claiming to have originated from the Pope. The content usually gives one or two examples of people, sometimes public figures who obeyed and were rewarded and others who disobeyed and suffered heavily, which may even include cases of deaths or of someone becoming a millionaire overnight.

3. Some chain letters may seem fairly harmless, for example, a grammar school student wishing to see how many people can receive his e-mail for a science project, but it can grow exponentially and be hard to stop.

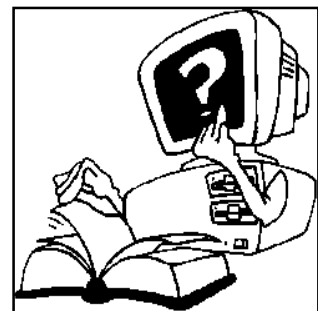
4. Messages sometimes include phony promises from companies or wealthy individuals, e.g., Bill Gates, promising a monetary reward to everyone who receives the message.

5. Messages may also be politically motivated, such as "Save the Scouts, forward this to as many friends as possible" or a concept that a popular TV or radio show may be forced off the air.

6. There are many forms of chain e-mail that threaten death or the taking of one's soul by telling tales of other's deaths, such as the Katu Lata Kulu chain e-mail, stating that if it is not forwarded, the receivers of the message will be killed by the spirit.

7. Some e-mail messages involve a homicidal Mickey Mouse, who will intrude the recipient's domain to kill him or her unless sent to the fixed number of recipients (25). Any lower – they will suffer death, injury, paranoia, bad luck, etc.

8. Some messages may be in the form of a warning, such as stories of escaped convicts, etc. which urge the reader to pass the message on.



9. One chain letter distributed on MSN Hotmail begins: "Hey it's Tara and John – the directors of MSN"... and tells you that your account will be deleted if you don't send that message to everyone you know.



Exercise E. Cybercrime Quiz: Choose the correct answer from the multiple-choice options:



1. Which of the following is true about cybercrime?

- a) Cybercrime is only referring to crimes that are computer-focused, such as hacking and viruses.
- b) Due to regulations and restrictions, rate of cybercrime has already been decreased to a very low rate.

c) Cybercrime refers to both computer-assisted crimes, such as fraud and theft, and computer-focused crimes, such as hacking and viruses.

2. Which of the following is not true about hacking or hackers?

a) No matter what their intentions are, hackers are all classified as criminals because they are basically breaking into the system to gain unauthorized information.



b) They are categorized into two different groups: Black hat hackers who break into the systems unauthorized, and White hat hackers who work for the good of system security.

c) There are many different types of hackers, depending on what their motive and goal is for hacking.

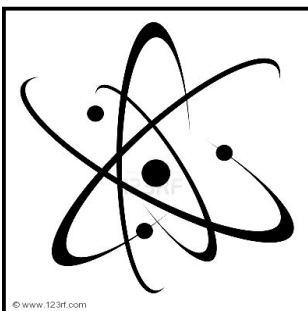
3. Which of the following is not classified as a motivation of hackers?

- a) challenge; b) money; c) religion; d) revenge

4. What is the cause of such low reports of cybercrime?

- a) There just was not enough cybercrime incidents to be reported.
- b) Victims do not want any adverse effects upon their business.
- c) Victims are threatened to not report by the hackers.

5. Which of the following is not recommended to an individual as a preventive measure to cybercrime?



a) Change one's password every once in a while for security reasons.

b) You don't need to backup any files because hackers or other cyber criminals won't be interested in your data.

c) Being aware of the importance of taking preventive measures against cybercrime.



Exercise F. Case Study: Read the cases given below and analyze them in accordance with the strategy tips. Discuss these issues:

Case 1:

Linda from Chicago, IL, was stunned in front of her PC when she received an electronic mail, in a chain of senders and receivers, telling bad things about herself, her crazy shopping habits, her domestic problems and her involvement in superstitious activities with a bomoh* allegedly for gaining her more wealth and fortunes. The anonymous author then threatened to post the text containing defamatory matters about the victim on as many websites as possible if only Linda wouldn't send 1.000.000\$ via PayPal on a certain account within 2 days.

* A bomoh or dukun is a shaman in Malaysia whose original role was that of a healer supplemented by Sanskrit mantras owing to the ancient Hindu-Buddhist influence in the region. The word is Malay, but there are bomoh of all religions and races; bomohs are still commonly consulted for personal reasons.



How to help Linda? Strategy tips:

Linda is now thinking to pursue legal actions for this unfavorable email against her.

1. With reference to the above case, explain what has happened to Linda?
2. What message did the intruding e-mail contain?
3. You might need to check the meaning of some legal terms in accordance with the US laws and hence – to find out what laws could be applicable:
 - a) defamation; b) libel; c) slander; d) blackmail; e) negligence; f) malice; g) extortion; h) racket; i) false statement of fact; j) hacker; k) nuisance; l) reputation; m) threatening or attempting to threat; n) trespass, etc.
4. Try to qualify the unfavorable actions undertaken against Linda.
5. Who would you recommend her to consult first with?
6. What must be proved in order to start the suit?
7. Who could Linda sue against if the author was anonymous?
8. Is it possible to identify the anonymous intruder in the Net?
9. Can Linda actually take the case to court? What laws is she actually being protected under?
10. What are the legal remedies available for Linda?



Case 2:

Tommy Clair, a Computing, Information Systems & Mathematics student at Kingston University, London, UK, was caught by University authority after it was found that he had cracked the University's information system, defaced the front page of University's official website and stolen a bulk of confidential data regarding students' academic records. It was also discovered that he had attempted to break several lecturers' computer systems but without avail. During the investigation he said that all his action was just for fun exploring the system's weaknesses and without any criminal intention.



Who is to blame? Strategy Tips:



In this case, advise the University regarding Tommy's liabilities arising from his actions with reference to the law of computer crimes in the UK.

1. What is this case about?
2. What did Tommy do or attempted to do?
3. You might need to check the meaning of some legal terms in accordance with the UK laws and hence – to

find out what laws could be applicable:

a) information system; b) confidential data; c) intent; d) to crack; e) to hack; f) to secure access; g) unauthorized access; h) to be liable; i) to deface the front page of the website; j) unauthorized modification of the contents of any computer; k) to cause injury; l) to explore loopholes in the system; m) computer system intrusion; n) data theft; o) identity theft; p) recreational hacking; q) criminal intention, etc.



4. What is your personal perception about Tommy's behavior? Is it possible to justify him? Or should he be blamed for his misconduct?

5. How could his actions be qualified in accordance with the UK laws? What laws are applicable?

6. What were Tommy's motives for such immoral behavior?
7. Could the University just pardon him? Is he liable before the law?
8. What are the possible consequences of his curiosity?
9. What will the legal sanctions (punishment) depend on?



Exercise G. Imagine that the following incidents have been reported to you. Which would you consider to be cybercrimes according to the cyber law of your home country? Name each type of the identified cyber crimes. In absence – put zero mark:

Incident	№	Cybercrime
Selling copies of unlicensed commercial software or other copyright protected materials	1
Reposting a personal message to a mailing group	2
Multiple login attempts or guessing passwords	3
Discovering the weak points of a computer system by scanning	4
Observing and recording network traffic (wiretapping)	5
Attempting unauthorized remote or local access to someone's computer	6
Sending mails with abusive content	7
Attempting to use an unknown exploit	8
Forwarding or re-posting a message received with the wording changed	9
Installing copies of unlicensed commercial software or other copyright protected materials	10
Attempt to acquire sensitive information, such as usernames or passwords	11
A successful compromise of a system or application by exploiting vulnerabilities	12
Using someone's FTP site to deposit materials which someone wishes other people to pick up	13
Attempt to acquire sensitive information, such as credit card details, by masquerading as a trustworthy entity in an electronic communication	14
Including, or inserting into a system, software intended for a harmful purpose	15
Limiting the availability of someone's computer resources by sending lots of packets	16
Sending large amounts of unsolicited mails to people	17



Text 3. How to combat the global cybercrime?

Read the text and pay attention to the words in bold type:



Cyber security is not just a raising issue in the U.S., but it is also a matter of concern in the developing countries like China, Russia and India. Today an assembly of tech industry leaders, policymakers, and national security executives, combine their efforts to confer the roots and preventions regarding cyber **assails** on infrastructure.

Traditionally, crime and punishment are largely local, regional, or national. Today, many differences confronting us are being erased with the transnational character of cybercrimes. Usually people are impressed by the illusory overlap between Internet space and international space where information systems are linking continents, islands, residents and communities into a **giant** virtual network. The community all over the world is interconnected via the Internet and there are no borders for communication. This is certainly an evident advantage.

At the same time, the globally connected Internet has made cybercrime a trans-border problem. Today, the **impending devastating** attacks have risen, **encroaching** over intellectual **chattels**, communications infrastructure, monetary systems, government services and power networks. A lot of people just wait for the would-be muggers! For instance, McAfee Antivirus estimates a worldwide loss of \$1 trillion in data last year due to **cyber-espionage**. This number is rapidly increasing with attacks over online business globally.

It is therefore important to have international legal instruments ready to serve anti-crime efforts. With a goal to **curb** the above risks, around 400 experts and security officials from 40 odd countries **annually** gather together at different international conferences and forums to strengthen cross-border strategies, and also to **combat** shared information security **challenges**. Cyberspace doesn't recognize national boundaries, that is why there's more need for international solutions, with **expanded** cooperation between national agencies.


Cyber attacks are the ultimate borderless crimes: they can come from anywhere, anytime, impacting millions of people and systems across the planet **in the blink of an eye**. That's why the global law enforcement community has been steadily building operational partnerships at every turn – through a growing number of joint investigations and both formal and

informal collaborations and task forces. One of the latest initiatives along these lines is one of the most promising – five countries from three continents are banding together to fight cyber crime in a **synergistic** way by sharing intelligence, **swapping** tools and best practices, and strengthening and even synchronizing their respective laws.



It all began in September 2006, when high-level cyber cops from Australia, Canada, New Zealand, the United Kingdom, and the United States met at FBI Headquarters and formed the Strategic Alliance Cyber Crime Working Group. Each country presented plans on **key issues** laid out by the group, including ways to share **forensic** tools, possibilities for joint training, and strategies for a public **awareness** campaign to help reduce cyber crime. Among the group's other activities and **accomplishments** are the following: 1) They collectively developed a **comprehensive** overview of the transnational cyber threat – including current and emerging trends, **vulnerabilities**, and strategic initiatives for the working group to **pursue**. 2) They set up a special area on Law Enforcement Online, the FBI's secure Internet portal, to share information and intelligence. 3) They **launched** a series of information bulletins on emerging threats and trends. For example, they drafted a bulletin describing how peer-to-peer, or P2P, file sharing programs can **inadvertently leak** vast amounts of sensitive national security, financial, medical, and other information. 4) They began exploring an exchange of cyber experts to serve on joint international task forces and to learn each other's investigative techniques firsthand. 5) They shared training **curriculums** and provided targeted training to international cyber professionals. 6) Besides, legal and legislative **experts** from the five countries often meet together to discuss common challenges, differing approaches, and potential ways to **streamline** investigations and **harmonize** laws on everything from **data retention** standards to privacy requirements. Many international organizations focus their goals and activities on cybersecurity protection and cybercrime prevention. These organizations include Interpol; the International Telecommunications Union; The Asia-Pacific Economic Cooperation (APEC); The Council of Europe (COE); the European Parliament and the Council with their EU Forum on Cybercrime; the Organization of American States (OAS); the Commonwealth of Nations; the Group of Eight (G8); the Organization for Economic Cooperation and Development (OECD); the United Nations (UN), etc.

Whithin these numerous global organizations, nevertheless, the UN is capable of being **identified** as the only global organization that forms a forum of its 191 member states with fuller functions. Compared with professional and regional organizations, the UN does not limit its activities to certain **domains** or certain states in the field of cybersecurity protection and cybercrime prevention. The actions of the UN have unique advantages in coordinating international positions in the following directions: **promotion** of security **awareness** at the international level; promotion of security awareness at the state level; **harmonization** of legislation; coordination and cooperation in law enforcement, etc. The direct international anti-cybercrime actions comprise two **fundamental** aspects: cybercrime prevention and cybercrime investigation.

 Exercise A. Test yourself: Choose the correct word from the box of words to complete the sentences given below:				
promotion awareness data retention inadvertently vulnerabilities encroachments espionage	harmonization fundamental streamline curriculum combat challenges	domain experts forensic giant impending devastating	identified leaking launched comprehensive key issue expanded synergistic	harmonize pursuing assailed chattels curb swapping annual
in the blink of an eye				

1. All authors need to be wary of _____¹ copying of other people's ideas to avoid copyright infringement.
2. All educational institutions should be adequately funded to allow a broad and balanced _____² and to allow a wide choice of courses within the schools.
3. The Trustees have recently received the determination of the High Court following the dispute over the ownership of certain valuable _____³.
4. We can offer a truly _____⁴ service in the residential property market which we have _____⁵ from starter homes to country estates.
5. According to cyberspace _____⁶, there was surely an _____⁷ of some _____⁸, but they were not as often exploited as after the Internet became a _____⁹ for communication and exposed practically every computer in the world to multiple attackers.
6. The new censorship laws are serious _____¹⁰ on freedom of expression.

7. If the bomb had exploded in the main shopping area, it would have been _____¹¹.
8. Several U.S. government officials have criticized WikiLeaks for _____¹² classified information, harming national security, and compromising international diplomacy.
9. Team work at its best results in _____¹³ attempts and _____¹⁴ which can be very productive when the new project is _____¹⁵.
10. Dr. Sam Ryan is a member of the Expert Witness Institute and a member of the Faculty of _____¹⁶ psychiatrists of the Royal College of Psychiatrists.
11. One of the fairy-tales is _____¹⁷ children that the handsome prince could be easily transformed into an ugly frog _____¹⁸.
12. The _____¹⁹ for any career _____²⁰ or advancement are connected with the development of interpersonal skills and ability to continually acquire new knowledge.
13. The gunman in Wednesday's attack has been _____²¹ as Lee Giggs, an unemployed truck driver.
14. Making an _____²² budget involves balancing an organization's revenue or income with its expenses.
15. _____²³ or exchanging securities involves a process of selling one security and buying a comparable one almost simultaneously.
16. He was _____²⁴ with insults and abuse as he left the court.
17. The Government should act to _____²⁵ tax evasion.
18. The company has been _____²⁶ Holton to take the position of the Senior Manager for some time, but so far he has rejected all their offers.
19. _____²⁷ efforts have been undertaken by the Internet Safety Foundation to _____²⁸ Internet safety standards across all the countries involved.
20. The US officials reported recently, that theft of trade secrets and critical technologies – what we call economic _____²⁹ – costs the nation upwards of \$ 250 billion a year.
21. _____³⁰, data collection and monitoring are now recognized as _____³¹ to good quality reporting.
22. It is well known to the Internet users that any e-mail address is then followed by a particular _____³² name.
23. During Voir Dire – the process of questioning – the judge may excuse the potential juror for cause or in case of a peremptory _____³³ no one would even try to explain the possible reasons.
24. The opponents of death penalty used to raise the rhetoric question as whether it had ever been an effective tool to _____³⁴ violent crime or not.



Exercise B. Choose the correct word from the multiple-choice options to fill in the gaps and complete the given sentences:



1. Until a few years ago, _____¹ programs were just cyberspace _____², an anti-social form of self-expression _____³ computer technology.

¹ a) software; b) malicious; c) educational; d) trial

² a) exploring; b) travel; c) vandalism; d) transaction

³ a) developing; b) advancing; c) examining; d) exploiting

2. Few of them were deliberately written to cause _____⁴, although a small number caused _____⁵ to data or made the computer _____⁶ quite often as a side-effect, rather than by design.

⁴ a) damage; b) progress; c) slight changes; d) decoration

⁵ a) relief; b) harm; c) renewal; d) enhancement

⁶ a) look great; b) upgrade; c) update; d) unusable

3. The bulk of malicious programs in _____⁷ at this stage were viruses and worms.

⁷ a) production; b) multimedia store; c) quarantinum; d) circulation

4. Today, by contrast, the greatest threat comes from cybercrime when the criminals underground have realised that malicious code can be used to make money and they use it to steal _____⁸ data.

⁸ a) open source; b) unregistered; c) confidential; d) deleted

5. Cyber attacks include viruses, worms, Trojans, hacking, _____⁹, etc.

⁹ a) fishing; b) phishing; c) sniffing; d) cheating

6. Cyber threats are becoming increasingly _____¹⁰ and their volume is growing _____¹¹, as much as over 17,000 new Internet threats every day, the most prevalent malicious programs today being Trojans.

¹⁰ a) sophisticated; b) easier to detect; c) interesting; d) popular

¹¹ a) ivisibly; b) at low rate; c) slowly; d) exponentially

7. There are many different types of Trojan: some record which keys you press, some take a picture of your _____¹² when you visit a banking web site, some download additional malicious code, and some provide a remote _____¹³ with access to your computer.

¹² a) parents; b) girl-friend; c) screen; d) back yard

¹³ a) part of the country; b) server; c) pen-pal; d) hacker

8. Moreover, they all have one thing in common: they allow cybercriminals to _____¹⁴ confidential information to make money.

¹⁴ a) harvest; b) improve; c) delete; d) enjoy



Exercise C. Read two extracts from the "hot news" articles about the notorious WikiLeaks website and answer my questions to you:

<http://www.abs-cbnnews.com> 12/10/2010



My questions to you:

1. Have you ever heard about WikiLeaks before?
2. What did WikiLeaks become known for recently?
3. Who is the founder of WikiLeaks web-site?
4. What has enraged governments around the world against WikiLeaks?
5. Why is WikiLeaks regarded as a national threat due to the American sources today?
6. Should the US administration share the responsibility for leaking thousands of secret cables by WikiLeaks? Who is to blame (if any)?
7. Why have some companies obstructed operations and donation transferrances (to support WikiLeaks`activities) recently?
8. What were the consequences of such denial of service?
9. What did hackers undertake in order to support WikiLeaks?
10. What were their motives? What were the injuries caused? What were the effects?
11. What kind of cybercrime have the above mentioned hackers committed? Was it a serious crime? What dangers does it involve?
12. What was the reaction of the world community to that incident in question? What is your personal attitude to it?



Extract 1

Hackers launch cyber attacks after WikiLeaks' funding cut

Hackers claimed (...) to have attacked the websites of Mastercard and a Swiss bank in apparent reprisal for their decisions to choke off funding for the whistleblowing website WikiLeaks. As WikiLeaks' founder Julian Assange spent his first full day in prison in London after he was refused bail on Wednesday, it emerged that one of Britain's highest-profile lawyers will fight moves to extradite him to Sweden to face rape and molestation accusations. (...)

WikiLeaks has enraged governments around the world by releasing a wave of US diplomatic cables, detailing everything from China's view of North Korea to unflattering descriptions of world leaders. After WikiLeaks appealed for donations to be able to continue its activities, Mastercard and

Visa said they were suspending payments to the site, apparently sparking attempts to hack into the sites. A group of hackers dubbed Anon Operation said they had brought down www.mastercard.com, although the company itself refused to comment. The group, which claims it is fighting for "freedom on the internet", designated mastercard.com as their "current target" in what was rapidly taking the proportions of a cyber war. The Swiss post office banking service, PostFinance, also confirmed its website was suffering "denial of service attacks" since it closed Assange's account on Monday.(...) Assange's supporters insist the extradition request is politically motivated, a claim refuted by the lawyer for the two Swedish women behind the rape claims. "There is absolutely no link between what those two women have been through and WikiLeaks, the CIA, or the American administration," Claes Borgstroem told reporters in Stockholm.

(...) In an op-ed piece for The Australian newspaper, Assange defended his site's decision to publish the treasure trove of 250,000 cables, believed to have been passed to WikiLeaks by a junior US soldier. "The swirling storm around WikiLeaks today reinforces the need to defend the right of all media to reveal the truth," he wrote.

Extract 2

WikiLeaks backers threaten more cyber attacks

Internet activists defied on Thursday efforts to end their online assaults on companies seen as enemies of WikiLeaks, even as one Dutch teenager was arrested in the wave of cyber attacks. Attorney General Eric Holder said U.S. authorities are looking into cyber attacks on companies like Amazon.com and others. "We are aware of the incidents," he said. The 16-year-old boy was arrested by a high-tech crime unit in The Hague after admitting to attacks on the websites of two credit card companies, MasterCard and Visa (...). In a statement on Thursday, MasterCard said although there was a limited interruption of some online services, cardholders could continue using cards for transactions worldwide. Its main processing systems were not compromised, (...). The campaigners also claimed responsibility for bringing down Visa Inc's site, which was temporarily unavailable in the United States, but later restored. Swedish newspaper Aftonbladet said the Swedish government's website was down for a short time overnight in the latest apparent attack. (...)

The suspect (...) was believed to be part of a larger group of hackers under investigation that participated in so-called denial of service attacks, the prosecution said. Data and computer equipment were confiscated during his arrest. The loosely organized campaign to avenge WikiLeaks against those who have obstructed its operations, calling itself Operation Payback,

has already temporarily brought down the websites of credit-card giants Visa and MasterCard, and of the Swedish government. WikiLeaks activists instructed their followers (...) to mount a distributed denial of service attack on a PayPal website that manages the integration of the company's payment processing technology with independent online merchant websites. PayPal is a subsidiary of eBay. A PayPal spokesman said the company had detected an attack on the site, <http://api.paypal.com>, but that it appeared to be operational, although various attempts to access the website by Reuters on Thursday were unsuccessful. Online retail and web-hosting powerhouse Amazon last week stopped hosting WikiLeaks' website, and on Thursday it briefly became the main target of the pro-WikiLeaks campaigners – before they admitted – it was too big for them, for the moment. (...) Facebook said it had removed the activists' Operation Payback page because it was promoting a distributed denial of service attack (...). The campaign also disappeared briefly from Twitter before reappearing in a different guise. (...) In an online letter, Anonymous, a loose-knit group, said its activists were neither vigilantes nor terrorists. It added: "The goal is simple: Win the right to keep the Internet free of any control from any entity, corporation, or government." Some of the motivation for the cyber campaign appears to stem from anger at the arrest in Britain of Assange over alleged sex crimes committed in Sweden. (...) WikiLeaks has divulged a secret list compiled by Washington of key infrastructure sites around the world that could pose a critical danger to US security if they come under terrorist attack. U.N. High Commissioner for Human Rights N.Pillay voiced concern at reports of pressure being exerted on private companies to halt financial or Internet services for WikiLeaks.



Exercise D. Read the above extracts about WikiLeaks web-site one more time to clarify details. Write a summary. Use my tips and go!



My Tips on Effective Summary Writing:

1. A summary is a brief explanation of a fiction, prose, poetry or drama. A summary generally consists of one to five paragraphs depending upon the length of the material.
2. Good summarizing skills are essential for success in writing, and are crucial in preparing to write research papers and essays.



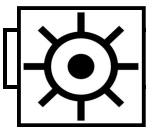
3. Remember – you cannot summarize material until you understand it fully, and you cannot write a successful paper until you summarize your research material. There are no shortcuts on the way to success.
4. Read the article carefully and look for the main points.
5. Make notes of the most important facts. You would advance easily.
6. Break down each important point into smaller ideas. Finally break each smaller idea into examples.
7. It would be better to include a short introduction. Give a brief overview.
8. The body of a summary could either conform to the paragraphs in the original work or you could split the summary into paragraphs, depending upon the idea that is conveyed. In either case, appropriate flow should be maintained. Each paragraph should be coherent and you should use transition words to mark the beginning or end of the paragraphs. The use of transition words makes the summary clear and the reader is able to decipher the whole summary at a stretch, without break in thought.
9. The conclusion of the summary should contain the main points of your work and you are also free to express your own ideas in the conclusion.
10. Try to tell the main points of the plot/ the content in your own words.
11. The most important tense for a summary is the simple present. Actions happening one after the other are in simple present. Note, however, that you have to use different tenses for everything happening at the same time or before. Some summaries are written in simple past though. This is the case for example when summarizing newspaper articles.
12. Leave out unimportant details. Always check your notes and only use details in your summary that are really essential for the plot!



Exercise E. These are the abbreviations/ acronyms of various International organizations dealing with Internet standarts/ design. Match acronyms with the full names. Give links and more info:

Acronyms	Full names	Mission/ targets
a) W3C	a) The Interactive Advertising Bureau ¹	a) <i>link/ info here</i>
b) ITU	b) American National Standards Institute	b)
c) ISOC	c) Information Technology Industry Council	c)
d) IETF	d) The International Electrotechnical Commission	d)
e) ISO	e) The International Telecommunications Union	e)
f) IANA	f) The Center for Democracy and	f)

	Technology	
g) IAB ²	g) The Internet Engineering Task Force	g)
h) ITIC	h) Open Systems Interconnection	h)
i) OASIS	i) World Wide Web Consortium	i)
j) IAB ¹	j) Institute of Electrical and Electronics Engineers	j)
k) OSI	k) The International Organization for Standardization	k)
l) CDT	l) Internet Architecture Board ²	l)
m) ANSI	m) The Internet Society	m)
n) EIA	n) the Internet Assigned Numbers Authority (USA)	n)
o) ETSI	o) Electronic Industries Alliance	o)
p) ITU – T	p) Telecommunications Industry Association	p)
q) IEC	q) ITU – Telecommunication Standardization Sector	q)
r) IEEE	r) The Organization for the Advancement of Structured Information Standards	r)
s) TIA	s) European Telecommunications Standards Institute	s)



It is interesting to know: Internet censorship:

1. **Internet censorship** is control or suppression of the publishing or accessing of information on the Internet. The legal issues are similar to offline censorship.


2. Some commonly used methods for technical censoring content are: IP blocking; DNS filtering and redirection; Uniform Resource Locator (URL) filtering; TCP packet filtering; connection reset; reverse surveillance (computers accessing certain websites including Google are automatically exposed to reverse scanning from the ISP in an attempt to extract further information from the "offending" system), etc.

3. There are a number of resources that allow users to bypass the technical aspects of Internet censorship: proxy websites – the simplest and fastest way to access banned websites; Java Anon Proxy is a strong, free and open source anonymizer software for all operating systems; Virtual Private Networks create a secure connection to a more permissive country; Psiphon software allows users to access banned websites; I2P is open source



software used for anonymous surfing, chatting, blogging and file transfers; JonDos is an open source software for secure and fast anonymizing networking; Tor is a free software that allows users to bypass Internet censorship while granting strong anonymity, etc.

4. Reporters without Borders in March, 2010 published a list of 12 countries – "enemies of the Internet", or the worst violators of freedom of expression on the Net, they are: Saudi Arabia, Burma, China, North Korea, Cuba, Egypt, Iran, Uzbekistan, Syria, Tunisia, Turkmenistan and Vietnam.

 Exercise F. These are the abbreviations/acronyms of the recognized US and International organizations dealing with safety in Internet. Match acronyms with the full names. Give links and more info:		
Acronyms	Full name	Mission/ targets
a) IC3	a) International Association of Safety Professionals	a) your link and info here
b) FBI	b) The Information Systems Security Association	b)
c) BBB	c) The Association of Public-Safety Communications Officials – International	c)
d) WSO	d) The International Anti–Counterfeiting Coalition	d)
e) INTERPOL	e) International Safety Equipment Association	e)
f) IASP	f) Web Investigations and Security Agency	f)
g) ISEA	g) Computer Crime and Intellectual Property Section of the U.S. Department of Justice	g)
h) ECPAT International	h) Better Business Bureau	h)
i) OIS	i) The International Association of Professional Security Consultants	i)
j) ISSA	j) The International Association of Computer Investigative Specialists	j)
k) IACC	k) Internet Crime Complaint Center	k)
l) APCO International	l) End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes	l)
m) IAPSC	m) Federal Bureau of Investigation	m)
n) WIASA	n) World Safety Organization	n)
o) CCIPS	o) International police organization	o)

p) IACIS	p) Organization for Internet Safety	p)
q) DFN	q) The Electronic Frontier Foundation	q)
r) EFF	r) Digital Freedom Network	r)

	Important Issues – What is International Mass Marketing Fraud?
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<http://www.ic3.gov>

1. **International Mass Marketing Fraud** – is a crime that uses distance and location as its primary means of success, making it more difficult for law enforcement to track and prosecute the perpetrators. It includes any plan, program, promotion, or campaign that is conducted through solicitation by telephone, mail, the Internet, or other means to



induce multiple persons to: 1) purchase goods or services; 2) participate in a contest, sweepstakes, or lottery; 3) invest for financial profit; 4) otherwise pay advance fees or "taxes" for services that are promised but not delivered.

2. Based on data from law enforcement and regulatory authorities mass-marketing fraud schemes generally fall into 3 main categories: (1) advance-fee fraud schemes; (2) bank and financial account schemes; (3) investment opportunities.

3. Advance-Fee Fraud Schemes – occur when some purported fee must be paid in advance before the victim can receive the promised benefit. Some types are: Auction and Retail Schemes; Business Opportunity/"Work-at-Home" Schemes Online; Credit-Card Interest Reduction Schemes; Inheritance Schemes; Lottery/Prize/Sweepstakes Schemes; Online Sales Schemes; "Romance" Schemes, etc.

4. Bank and Financial Account Schemes – involve mass tricking of individuals to provide their bank or financial account data, so that criminals can gain unauthorized access to those accounts and siphon off funds or charge goods to the victims' cards. These types of schemes involve not only economic fraud but also identity theft, e.g., "Phishing", "Vishing", etc.

5. Investment Opportunities. The two basic methods to manipulate securities markets by criminals for their personal profit are: 1) "Pump-and-Dump" Schemes – typically disseminate false and fraudulent information in an effort to cause dramatic price increases in thinly traded stocks or stocks of shell companies; 2) Short-Selling "Scalping" Schemes which take a similar approach, by disseminating false or fraudulent information in an effort to cause price decreases in a particular company's stock.



Exercise G. Enhance your grammar: Choose the correct preposition or postposition to fill in the gaps to complete each of the sentences:

1. The bank was held _____¹ by three masked men. **a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off**
2. If you don't give me what I want, I'll do you _____².
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
3. He's dead. He was bumped _____³ by another gangster.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
4. The thieves broke _____⁴ my car and took my radio.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
5. The police have pulled _____⁵ a suspect for questioning.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
6. I think you should give yourself _____⁶ to the police.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
7. The car was blown _____⁷ by terrorists.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
8. He was turned _____⁸ to the police by his best friend.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
9. I put my bag down for a moment and somebody made _____⁹ it.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
10. She thinks that people who harm children should be locked _____¹⁰ for life.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
11. She thinks that people who harm children should be put _____¹¹ for life.
a) away; b) up; c) away with; d) into; e) with; f) in; g) on; h) off
12. She thinks that people who harm children should be banged _____¹² for life.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
13. He was informed _____¹³ by one of his neighbours and the police came to arrest him.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
14. He grabbed the bag from me and ran _____¹⁴ it.
a) away of; b) up; c) away with; d) into; e) off with; f) in; g) on; h) off
15. I don't see why politicians who commit crimes should be let _____¹⁵ so lightly.
a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off
16. The gang of youths beat _____¹⁶ the old man.

a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off

17. He literally got _____¹⁷ murder.

a) away of; b) up; c) away with; d) into; e) off with; f) in; g) on; h) off

18. If I had my way, I'd lock them _____¹⁸ and throw away the key!

a) away of; b) up; c) away; d) into; e) off with; f) in; g) on; h) off

19. The police are rounding _____¹⁹ the usual suspects.

a) away of; b) up; c) away with; d) into; e) off with; f) in; g) on; h) off

20. I'm concerned because the crime figures are going _____²⁰. We need more police.

a) away of; b) up; c) away with; d) into; e) off with; f) in; g) on; h) off



Exercise H. Case Study: Read the cases given below and analyze them in accordance with the strategy tips. Help the victims in writing their complaints. Discuss the related questions:

Case 1:

My name is Teresa Turnbo from LaVergne, Tennessee (TN), USA. Some time before X-mas I received an e-mail from "Walmart" – a public multinational corporation that runs a chain of large discount department stores and a chain of warehouse stores here, in America – asking me to complete a survey and get \$90 added to my account. I don't mind



completing surveys if I feel they will help an organization or business to provide better customer service. At first I thought Walmart might actually give me money on a Walmart card or something of that nature. The first thing I looked for was a secure site. Though it did not indicate that it was a secure site, the domain name embeded the word "Walmart", so I clicked on various links at the top of the page. They asked for my credit card information. I could not understand why Walmart wanted my credit card information to be provided when they had Walmart cards? Beyond my concerns, I could not fight the temptation of getting some extra-money just in one click especially before the holidays. So I did all what they asked me to do. Yesterday I got a call from my bank to be informed that my credit card account was blocked due to the unusual activity, but only after all my savings – about 60.000\$ – have unexpectedly been transferred!

Strategy Tips:

1. With reference to the above case, explain what has happened to Teresa?
2. What kind of e-mail did she receive? What was she asked to do?

3. You might need to check the meaning of some legal terms in accordance with the US laws and hence – to find out what laws could be applicable: a) phishing; b) identity theft; c) e-mail scam; d) vishing; e) pharming; f) social engineering; g) dissemination of personal information; h) to victimize; i) spoofing; j) fraudster; k) phony site; l) fraud alert; etc.
4. Try to qualify the unfavorable actions undertaken against Teresa.
5. Try to find out all the errors in Teresa`s actions.
6. Who wold you recommend her to consult first with?
7. What are the reasons to report the cybercrime?

Case 2:



My name is Matt Hogan, I am from New York, NY, USA. I've been watching YouTube online for almost two years. I've never really had a problem with the site, until I noticed that someone had hacked into my account to use my traffic. Once I got a meesage: "I can't believe high school was so long ago!" – and since I thought it was from

someone I went to high school with, so I clicked it. It launched a YouTube looking site but only after it started to load I noticed the URL was not YouTube but www.yuotube.com – at that moment the virus software on my PC sent up a warning box telling me that there was malicious software trying to gain access. But it was too late and I had to run a scan of my PC, which resulted in telling me what the virus was named and where it was, but that it was unable to quarantine it, so I had to manually remove it and then my IE browser was disabled because the virus was attached to the proxy that lets my PC get to the internet. What's worse is that by clicking the link, the virus then had access to my Facebook address book and sent out a few different humilating messages to people in my address book. I am so much embarrassed!

Strategy Tips:

1. With reference to the above case, explain what has happened to Matt?
2. What sort of malicious software has he incidentally loaded?
3. You might need to check the meaning of some legal terms in accordance with the US laws and hence – to find out what laws could be applicable: a) hacking; b) unauthorized access; c) virus dissemination; d) proxy server; e) humilating messages; f) perpetrator; g) to bypass Internet censorship; h) anonymous surfing; i) to cause dramatic injuries; j) to divulge sensitive information; k) social sites; l) malicious software; m) to gain access, etc.

4. Try to qualify the unfavorable actions undertaken against Matt.
5. What were the effects of unfavorable actions against Matt?
6. Is it secure to visit social web-sites? What precautions should be undertaken by the users to guarantee safe surfing in the Net?
7. Try to find out all the errors in Matt`s behaviour?
8. Who would you recommend him to consult first with?
9. Do the unfavorable actions undertaken against Matt constitute crime?



How to write a complaint if you fall a victim of cybercrime in the USA? Write complaints in the name of Teresa and Matt.

1. If you think your life is in danger, please contact your local or state police immediately!
2. The Internet Crime Complaint Center (IC3) is a partnership between the Federal Bureau of Investigation (FBI), the National White Collar Crime Center (NW3C), and the Bureau of Justice Assistance (BJA).
3. IC3's mission is to serve as a vehicle to receive, develop, and refer criminal complaints regarding the rapidly expanding arena of cyber crime.
4. The Internet Crime Complaint Center accepts online Internet crime complaints filed by the person who believes they were defrauded or filed by a third party to the complainant.
5. When filing a complaint, you should provide the following information:
 - Your name; Your mailing address; Your telephone number;
 - Name of the individual or business that defrauded you; Address of the individual or business that defrauded you; Telephone number of the individual or business that defrauded you; Website and email address of the individual or business that defrauded you;
 - Specific details on how you were defrauded; Any other relevant information necessary to support your complaint.
 - To conclude, put the following: The information I've provided on this form is correct to the best of my knowledge. I understand that providing false information could make me subject to fine, imprisonment, or both. (Title 18, U.S. Code, Section 1001)
6. The Internet Crime Complaint Center (IC3) thoroughly reviews and evaluates each complaint so that then they may refer it to the appropriate federal, state, local, or international law enforcement or regulatory agency. Every complaint that is referred is sent to one or more law enforcement or regulatory agencies that have jurisdiction over the matter. Thus the confidentiality of the information may be affected by differing state law.
7. In addition, there are some other recognized organizations you may file your complaint to, they are*:



Organization	Web-link
Child Exploitation and Obscenity Section (CEOS) of the US Department of Justice	http://www.justice.gov/criminal/ceos/index.html
Complaints about Foreign Companies – the U.S. Federal Trade Commission (FTC) and its econsumer.gov	http://www.econsumer.gov
The Federal Trade Commission, the nation's consumer protection agency, collects complaints about companies, business practices, and identity theft.	https://www.ftccomplaintassistant.gov/
Computer Crime & Intellectual Property Section of the US Department of Justice	http://www.cybercrime.gov/index.html
Fraud Section of the US Department of Justice	http://www.justice.gov/criminal/fraud/
The Securities and Exchange Commission Center for Complaints and Enforcement Tips	http://www.sec.gov/complaint.shtml

* You are welcome to add as many links as possible for educational purposes.



My questions to you // Test yourself:

1. What is the impact of cyber crime on all spheres of social life and businesses worldwide?
2. How do you understand the saying: Cyber crime is a menace to a modern society?
3. What are the top countries for cybercrime today?
4. What laws are applicable for cybercrime cases in different parts of the world? Provide research work, for example, make a list of links to examine and analyze the existing laws on cybercrime in different countries. Here some links for you to start with:
the US laws – <http://www.spamlaws.com/us.shtml>
European Union – <http://www.spamlaws.com/eu.shtml>
Other Countries – <http://www.spamlaws.com/world.shtml>
5. Are there any laws on cybercrime in your home country?
6. How efficiently are such laws enacted and enforced in your country?
7. Does your government guarantee protection and safety for the Net users? What measures does it undertake to curtail the cybercrime today?





Exercise I. Choose any of the themes – listed below – to write your essay on cybercrime. Use my tips and go!



Optional Themes for your essay (1 x essay - 4,000 words):

1. Cybercrime and the Information society.
2. Cyber-deviance and the problems associated with policing the Internet worldwide.
3. Cybercrime and Cyber Security worldwide: problems and perspectives.
4. How efficient are the European cybercrime laws? (domestic laws, etc.)
5. Cyberwar: Myth or Reality?
6. Is it possible to combat cybercrime? (global collaborative efforts)
7. Cybercrime and Law enforcement initiatives (country of your choice).



My Tips on Effective Essay Writing:

<http://www1.aucegypt.edu/academic/writers/>

1. Writing an essay can be a maddening, exasperating process, but it doesn't have to be. If you know the steps and understand what to do, writing can be easy and even fun.

2. **Research:** Begin the essay writing process by researching your topic, making yourself an expert. Utilize the internet, the academic databases, and the library. Take notes and immerse yourself in the words of great thinkers.

3. **Provide analysis:** When you already have a good knowledge base, start analyzing the arguments. Clearly define the claims, write out the reasons, the evidence. Look for weaknesses of logic, and also strengths. For better results, first analyze essays written by others.

4. **Brainstorming:** Your essay will require insight of your own, genuine essay-writing brilliance. Ask yourself dozen of questions and answer them. Meditate with a pen in your hand. Take walks and think and think until you come up with original insights to write about.

5. **Thesis:** Pick your best idea and pin it down in a clear assertion that you can write your entire essay around. Your thesis is your main point, summed up in a concise sentence that lets the reader know where you're going, and why. It's practically impossible to write a good essay without a clear thesis.

6. **Outline:** Sketch out your essay before straightway writing it out. Use one-line sentences to describe paragraphs, and bullet points to describe what each paragraph will contain. Play with the essay's order. Map out the structure of your argument, and make sure each paragraph is unified.

7. **Introduction:** Now sit down and write the essay. The introduction




should grab the reader's attention, set up the issue, and lead in to your thesis. Your intro is merely a buildup of the issue, a stage of bringing your reader into the essay's argument. Note: The title and first paragraph are probably the most important elements in your essay. This is an essay-writing point that doesn't always sink in within the context of the classroom. In the first paragraph you either hook the reader's interest or lose it. Of course your teacher will read the essay you've written regardless, but in the real world, readers make up their minds about whether or not to read your essay by glancing at the title alone.

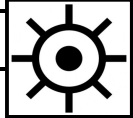
8. **Paragraphs:** Each individual paragraph should be focused on a single idea that supports your thesis. Begin paragraphs with topic sentences, support assertions with evidence, and expound your ideas in the clearest, most sensible way you can. Speak to your reader as if he or she were sitting in front of you. In other words, instead of writing the essay, try talking the essay.

9. **Conclusion:** Gracefully exit your essay by making a quick wrap-up sentence, and then end on some memorable thought, perhaps a quotation, or an interesting twist of logic, or some call to action. Is there something you want the reader to walk away and do? Let him or her know exactly what.

10. **MLA Style** (Modern Language Association's guidelines followed throughout North America, in Brazil, China, India, Japan, Taiwan, and other countries around the world): Format your essay according to the correct guidelines for citation. All borrowed ideas and quotations should be correctly cited in the body of your text, followed up with a Works Cited (references) page listing the details of your sources.

11. **Language:** You've not done writing your essay until you've polished your language by correcting the grammar, the order of the sentences flow, incorporating rhythm, emphasis, adjusting the formality, giving it a level-headed tone, and making other intuitive edits. Proofread until it reads just how you want it to sound! **You're done. Great job.**

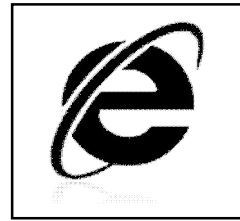
 Have Fun! Lawyer Jokes! The computer user's reboot poem:	
1. Don't you think, when life is bad And things just don't compute, That all we really have to do Is stop and hit reboot?	3. Your boss is mad, your bill's not paid, Your life, well it's just mute...? Please stop and hit the magic keys – They make it all reboot.
2. Things would all turn out ok, And life could be so sweet! If only we have special keys – Ctrl, Alt, Delete.	4. You'd like to have another job? You wish you'd never cheat? You solve it all and start all new, With Ctrl, Alt, Delete!



It is interesting to know:

1. Top 10 Cyber Crime Complaint Categories in the world:

Non-delivery (paying for merchandise online, but not receiving it); Auction fraud; Debit or credit card fraud; Confidence fraud (also referred to as advance fee fraud, and includes crimes like the Nigerian letter scam); Computer fraud; Check fraud; Nigerian letter fraud; Identity theft; Financial institutions fraud; Threats.



2. The average monetary loss per complaint: Debit or credit card fraud: \$223.00; Auction fraud: \$610.00; Non-delivery (merchandise and payment): \$800.00; Computer fraud: \$1,000.00; Nigerian letter fraud: \$1,650.00; Confidence fraud: \$2,000.00; Check fraud: \$3,000.00.

3. 66.1 percent of cyber criminals reside in the United States, however, a significant number of those criminals also reside in: Canada; China; Nigeria; South Africa; the United Kingdom.



Have Fun! Lawyer Jokes!

Have you heard about the Microsoft Windows programmer who died? He found himself in front of a committee that decided whether to go to Heaven or Hell. The committee told the programmer he could participate in the matter and asked him if he wanted to see Heaven and Hell before stating his preference. "Sure," he said. So an angel took him to a place with a sunny beach, volleyball, and rock and roll, where everyone was having a great time. "Wow!" he exclaimed. "Heaven is great!" "Wrong," said the angel. "That was Hell. Do you want to see Heaven?" "Sure!" So the angel took him to another place. Here a bunch of people were sitting in a park playing bingo and feeding dead pigeons."Is this Heaven???" asked the Windows programmer. "Yup," said the angel. "Then I'd better take Hell..." Instantly he found himself plunged up to his neck in red-hot lava. "Where's the beach? The music? The volleyball?" he screamed frantically to the angel. "That was the demo," she replied as she vanished.

Q.: What do you call someone who spends 24 hours a day on the Internet?

A.: Anything you like, they're not listening to you anyway.

If debugging is the process of removing bugs, then programming must be the process of putting them in.

Q: What's the difference between a car salesman and a computer salesman?

A: The car salesman can probably drive!



Important Issues: You should know the dangers/ threats to prevent their occurrences: **The widespread Internet Scams:**

With the help of the Internet Crime Complaint Center (IC3), the Federal Bureau of Investigation (FBI), the National White Collar Crime Center (NW3C), and the Bureau of Justice Assistance (BJA), USA <http://www.ic3.gov>

General Information and Internet Crime Prevention Tips

Auction fraud:

Auction fraud involves fraud attributable to the misrepresentation of a product advertised for sale through an Internet auction site or the non-delivery of products purchased through an Internet auction site. Consumers are strongly cautioned against entering into Internet transactions with subjects exhibiting the following behavior:

- The seller posts the auction as if he resides in the United States, then responds to victims with a congratulatory email stating he is outside the United States for business reasons, family emergency, etc.
- Similarly, beware of sellers who post the auction under one name, and ask for the funds to be transferred to another individual.
- The subject requests funds to be wired directly to him/her via Western Union, MoneyGram, or bank-to-bank wire transfer. By using these services, the money is virtually unrecoverable with no recourse for the victim.
- Sellers acting as authorized dealers or factory representatives in countries where there would be no such dealers should be avoided.
- Buyers who ask for the purchase to be shipped using a certain method to avoid customs or taxes inside another country should be avoided.
- Be suspect of any credit card purchases where the address of the card holder does not match the shipping address. Always receive the card holder's authorization before shipping any products.
- The auctions are often posted as if the seller is a United States citizen, then the subject advises the victim to send the money to a business partner, associate, sick relative, a family member, etc., usually in a European country. The money is usually transferred via MoneyGram or Western Union wire transfer. In order to receive funds via Western Union, the receiver must provide the complete information of the sender and the receiver's full name and address. The funds can be picked up anywhere in the world using this information. There is no need to provide the money transfer control number (MTCN) or the answer to any secret question, as many subjects have purported to the victims. Money sent via wire transfer leaves little recourse for the victim.
- The most recent trend is a large increase in bank-to-bank wire transfers. Most significantly, these wire transfers go through large United States banks and are then routed to Bucharest, Romania or Riga, Latvia.
- Similarly, the sellers also occasionally direct the victims to pay using phony

escrow services. Sometimes actual escrow websites are compromised and other sites resembling them are created by the subjects. Once the funds are wire transferred to the escrow website, the seller discontinues contact.

- Before you bid, contact the seller with any questions you have.
- Review the seller's feedback.
- Be cautious when dealing with individuals outside of your own country.
- Ensure you understand refund, return, and warranty policies.
- Determine the shipping charges before you buy.
- Be wary if the seller only accepts wire transfers or cash.
- If an escrow service is used, ensure it is legitimate.
- Consider insuring your item.
- Be cautious of unsolicited offers.

The counterfeit cashier's check scheme:

The counterfeit cashier's check scheme targets individuals that use Internet classified advertisements to sell merchandise. Typically, an interested party located outside the United States contacts a seller. The seller is told that the buyer has an associate in the United States that owes him money. As such, he will have the associate send the seller a cashier's check for the amount owed to the buyer.

- The amount of the cashier's check will be thousands of dollars more than the price of the merchandise and the seller is told the excess amount will be used to pay the shipping costs associated with getting the merchandise to his location. The seller is instructed to deposit the check, and as soon as it clears, to wire the excess funds back to the buyer or to another associate identified as a shipping agent. In most instances, the money is sent to locations in West Africa (Nigeria).
- Because a cashier's check is used, a bank will typically release the funds immediately, or after a one or two day hold. Falsely believing the check has cleared, the seller wires the money as instructed.
- In some cases, the buyer is able to convince the seller that some circumstance has arisen that necessitates the cancellation of the sale, and is successful in conning the victim into sending the remainder of the money. Shortly thereafter, the victim's bank notifies him that the check was fraudulent, and the bank is holding the victim responsible for the full amount of the check.

- Inspect the cashier's check.
- Ensure the amount of the check matches in figures and words.
- Check to see that the account number is not shiny in appearance.
- Be watchful that the drawer's signature is not traced.
- Official checks are generally perforated on at least one side.
- Inspect the check for additions, deletions, or other alterations.
- Contact the financial institution on which the check was drawn to ensure legitimacy.
- Obtain the bank's telephone number from a reliable source, not from the check itself.

<ul style="list-style-type: none"> ● Be cautious when dealing with individuals outside of your own country.
Credit Card Fraud:
<p>There has been received multiple reports alleging foreign subjects are using fraudulent credit cards. The unauthorized use of a credit or debit card, or card number, to fraudulently obtain money or property is considered credit card fraud.</p> <ul style="list-style-type: none"> ● Credit or debit card numbers can be stolen from unsecured websites, or can be obtained in an identity theft scheme.
<p>Ensure a site is secure and reputable before providing your credit card number online.</p> <ul style="list-style-type: none"> ● Don't trust a site just because it claims to be secure. ● If purchasing merchandise, ensure it is from a reputable source. ● Promptly reconcile credit card statements to avoid unauthorized charges. ● Do your research to ensure legitimacy of the individual or company. ● Beware of providing credit card information when requested through unsolicited emails.
Debt elimination schemes:
<p>Debt elimination schemes generally involve websites advertising a legal way to dispose of mortgage loans and credit card debts. Most often, all that is required of the participant is to send \$1,500 to \$2,000 to the subject, along with all the particulars of the participant's loan information and a special power of attorney authorizing the subject to enter into transactions regarding the title of the participant's homes on their behalf. The subject then issues bonds and promissory notes to the lenders that purport to legally satisfy the debts of the participant. In exchange, the participant is then required to pay a certain percentage of the value of the satisfied debts to the subject.</p> <ul style="list-style-type: none"> ● The potential risk of identity theft related crimes associated with the debt elimination scheme is extremely high because the participants provide all of their personal information to the subject.
<ul style="list-style-type: none"> ● Know who you are doing business with — do your research. ● Obtain the name, address, and telephone number of the individual or company. ● Research the individual or company to ensure they are authentic. ● Contact the Better Business Bureau to determine the legitimacy of the company. ● Be cautious when dealing with individuals outside of your own country. ● Ensure you understand all terms and conditions of any agreement. ● Be wary of businesses that operate from P.O. boxes or maildrops. ● Ask for names of other customers of the individual or company and contact them. ● If it sounds too good to be true, it probably is.
The Parcel Courier Email Scheme (DHL/ UPS):
<p>The Parcel Courier Email Scheme involves the supposed use of various National and International level parcel providers such as DHL, UPS, FedEx and the USPS</p>

Often, the victim is directly emailed by the subject(s) following online bidding on auction sites. Most of the scams follow a general pattern which includes the following elements:

- The subject instructs the buyer to provide shipping information such as name and address.
- The subject informs the buyer that the item will be available at the selected parcel provider in the buyer's name and address, thereby, identifying the intended receiver.
- The selected parcel provider checks the item and purchase documents to guarantee everything is in order.
- The selected parcel provider sends the buyer delivery notification verifying their receipt of the item.
- The buyer is instructed by the subject to go to an electronic funds transfer medium, such as Western Union, and make a funds transfer in the subject's name and in the amount of the purchase price.
- After the funds transfer, the buyer is instructed by the subject to forward the selected parcel provider the funds transfer identification number, as well as their name and address associated with the transaction.
- The subject informs the buyer the parcel provider will verify payment information and complete the delivery process.
- Upon completion of delivery and inspection of the item(s) by the receiver, the buyer provides the parcel provider funds transfer information, thus, allowing the seller to receive his funds.

- Beware of individuals using the DHL or UPS logo in any email communication.
- Be suspicious when payment is requested by money transfer before the goods will be delivered.
- Remember that DHL and UPS do not generally get involved in directly collecting payment from customers.
- Fees associated with DHL or UPS transactions are only for shipping costs and never for other costs associated with online transactions.
- Contact DHL or UPS to confirm the authenticity of email communications received.

Employment or business opportunity schemes:

Employment or business opportunity schemes have surfaced wherein bogus foreign-based companies are recruiting citizens in the United States on several employment-search websites for work-at-home employment opportunities. These positions often involve reselling or reshipping merchandise to destinations outside the United States.

- Prospective employees are required to provide personal information, as well as copies of their identification, such as a driver's license, birth certificate, or social security card. Those employees that are "hired" by these companies are then told

that their salary will be paid by check from a United States company reported to be a creditor of the employer. This is done under the pretense that the employer does not have any banking set up in the United States.

- The amount of the check is significantly more than the employee is owed for salary and expenses, and the employee is instructed to deposit the check into their own account, and then wire the overpayment back to the employer's bank, usually located in Eastern Europe. The checks are later found to be fraudulent, often after the wire transfer has taken place.
- In a similar scam, some web-based international companies are advertising for affiliate opportunities, offering individuals the chance to sell high-end electronic items, such as plasma television sets and home theater systems, at significantly reduced prices.
- The affiliates are instructed to offer the merchandise on well-known Internet auction sites. The affiliates will accept the payments, and pay the company, typically by means of wire transfer. The company is then supposed to drop-ship the merchandise directly to the buyer, thus eliminating the need for the affiliate to stock or warehouse merchandise. The merchandise never ships, which often prompts the buyers to take legal action against the affiliates, who in essence are victims themselves.

- Be wary of inflated claims of product effectiveness.
- Be cautious of exaggerated claims of possible earnings or profits.
- Beware when money is required up front for instructions or products.
- Be leery when the job posting claims "no experience necessary".
- Do not give your social security number when first interacting with your prospective employer.
- Be cautious when dealing with individuals outside of your own country.
- Be wary when replying to unsolicited emails for work-at-home employment.
- Research the company to ensure they are authentic.
- Contact the Better Business Bureau to determine the legitimacy of the company.

Escrow Services Fraud:

In an effort to persuade a wary Internet auction participant, the perpetrator will propose the use of a third-party escrow service to facilitate the exchange of money and merchandise.

- The victim is unaware the perpetrator has actually compromised a true escrow site and, in actuality, created one that closely resembles a legitimate escrow service.
- The victim sends payment to the phony escrow and receives nothing in return.
- Or, the victim sends merchandise to the subject and waits for his/her payment through the escrow site which is never received because it is not a legitimate service.

- Always type in the website address by yourself rather than clicking on a link

provided.

- A legitimate website will be unique and will not duplicate the work of other companies.
- Be cautious when a site requests payment to an "agent", instead of a corporate entity.
- Be leery of escrow sites that only accept wire transfers or e-currency.
- Be watchful of spelling errors, grammar problems, or inconsistent information.
- Beware of sites that have escrow fees that are unreasonably low.

Identity theft:

Identity theft occurs when someone appropriates another's personal information without their knowledge to commit theft or fraud. Identity theft is a vehicle for perpetrating other types of fraud schemes.

- Typically, the victim is led to believe they are divulging sensitive personal information to a legitimate business, sometimes as a response to an email solicitation to update billing or membership information, or as an application to a fraudulent Internet job posting.

- Ensure websites are secure prior to submitting your credit card number.
- Do your homework to ensure the business or website is legitimate.
- Attempt to obtain a physical address, rather than a P.O. box or maildrop.
- Never throw away credit card or bank statements in usable form.
- Be aware of missed bills which could indicate your account has been taken over.
- Be cautious of scams requiring you to provide your personal information.
- Never give your credit card number over the phone unless you make the call.
- Monitor your credit statements monthly for any fraudulent activity.
- Report unauthorized transactions to your bank or credit card company as soon as possible.
- Review a copy of your credit report at least once a year.

Internet Extortion:

Internet extortion involves hacking into and controlling various industry databases, promising:

- To release control back to the company if funds are received, or the subjects are given web administrator jobs.
- Similarly, the subject will threaten to compromise information about consumers in the industry database unless funds are received.

- Security needs to be multi-layered so that numerous obstacles will be in the way of the intruder.
- Ensure security is installed at every possible entry point.
- Identify all machines connected to the Internet and assess the defense that's engaged.
- Identify whether your servers are utilizing any ports that have been known to represent insecurities.

<ul style="list-style-type: none"> ● Ensure you are utilizing the most up-to-date patches for your software.
Investment Fraud:
<p>Investment fraud is an offer using false or fraudulent claims:</p> <ul style="list-style-type: none"> ● To solicit investments or loans, or ● To provide for the purchase, use, or trade of forged or counterfeit securities.
<ul style="list-style-type: none"> ● If the "opportunity" appears too good to be true, it probably is. ● Beware of promises to make fast profits. ● Do not invest in anything unless you understand the deal. ● Don't assume a company is legitimate based on "appearance" of the website. ● Be leery when responding to investment offers received through unsolicited email. ● Be wary of investments that offer high returns at little or no risk. ● Independently verify the terms of any investment that you intend to make. ● Research the parties involved and the nature of the investment. ● Be cautious when dealing with individuals outside of your own country. ● Contact the Better Business Bureau to determine the legitimacy of the company.
The lottery scheme:
<p>The lottery scheme deals with persons randomly contacting email addresses advising them they have been selected as the winner of an International lottery.</p> <ul style="list-style-type: none"> ● The email message usually reads similar to the following: "This is to inform you of the release of money winnings to you. Your email was randomly selected as the winner and therefore you have been approved for a lump sum payout of \$500,000.00. To begin your lottery claim, please contact the processing company selected to process your winnings." ● An agency name follows this body of text with a point of contact, phone number, fax number, and an email address. ● An initial fee ranging from \$1,000 to \$5,000 is often requested to initiate the process and additional fee requests follow after the process has begun. These emails may also list a United States point of contact and address while also indicating the point of contact at a foreign address.
<ul style="list-style-type: none"> ● If the lottery winnings appear too good to be true, they probably are. ● Be cautious when dealing with individuals outside of your own country. ● Be leery if you do not remember entering a lottery or contest. ● Be cautious if you receive a telephone call stating you are the winner in a lottery. ● Beware of lotteries that charge a fee prior to delivery of your prize. ● Be wary of demands to send additional money to be eligible for future winnings. ● It is a violation of federal law to play a foreign lottery via mail or phone.
Nigerian Letter or "419":
<p>Named for the violation of Section 419 of the Nigerian Criminal Code, the 419</p>

scam combines the threat of impersonation fraud with a variation of an advance fee scheme in which a letter, email, or fax is received by the potential victim.

- The communication from individuals representing themselves as Nigerian or foreign government officials offers the recipient the "opportunity" to share in a percentage of millions of dollars, soliciting for help in placing large sums of money in overseas bank accounts.
- Payment of taxes, bribes to government officials, and legal fees are often described in great detail with the promise that all expenses will be reimbursed as soon as the funds are out of the country.
- The recipient is encouraged to send information to the author, such as blank letterhead stationary, bank name and account numbers, and other identifying information using a facsimile number provided in the letter. The scheme relies on convincing a willing victim to send money to the author of the letter in several installments of increasing amounts for a variety of reasons.

- If the "opportunity" appears too good to be true, it probably is.
- Do not reply to emails asking for personal banking information.
- Be wary of individuals representing themselves as foreign government officials.
- Be cautious when dealing with individuals outside of your own country.
- Beware when asked to assist in placing large sums of money in overseas bank accounts.
- Do not believe the promise of large sums of money for your cooperation.
- Guard your account information carefully.
- Be cautious when additional fees are requested to further the transaction.

Phishing and spoofing:

Phishing and spoofing are somewhat synonymous in that they refer to forged or faked electronic documents.

- Spoofing generally refers to the dissemination of email which is forged to appear as though it was sent by someone other than the actual source.
- Phishing, often utilized in conjunction with a spoofed email, is the act of sending an email falsely claiming to be an established legitimate business in an attempt to dupe the unsuspecting recipient into divulging personal, sensitive information such as passwords, credit card numbers, and bank account information after directing the user to visit a specified website. The website, however, is not genuine and was set up only as an attempt to steal the user's information.

- Be suspicious of any unsolicited email requesting personal information.
- Avoid filling out forms in email messages that ask for personal information.
- Always compare the link in the email to the link that you are actually directed to.
- Log on to the official website, instead of "linking" to it from an unsolicited email.

- Contact the actual business that supposedly sent the email to verify if the email is genuine.

Ponzi or pyramid schemes:

Ponzi or pyramid schemes are investment scams in which investors are promised abnormally high profits on their investments.

- No investment is actually made.
- Early investors are paid returns with the investment money received from the later investors.
- The system usually collapses.
- The later investors do not receive dividends and lose their initial investment.

- If the "opportunity" appears too good to be true, it probably is.
- Beware of promises to make fast profits.
- Exercise diligence in selecting investments.
- Be vigilant in researching with whom you choose to invest.
- Make sure you fully understand the investment prior to investing.
- Be wary when you are required to bring in subsequent investors.
- Independently verify the legitimacy of any investment.
- Beware of references given by the promoter.

The "reshipping" scheme:

The "reshipping" scheme requires individuals in the United States, who sometimes are coconspirators and other times, are unwitting accomplices, to receive packages at their residence and subsequently repackage the merchandise for shipment, usually abroad. "Reshippers" are being recruited in various ways but the most prevalent are through employment offers and conversing, and later befriending, unsuspecting victims through Internet Relay Chat Rooms.

- Unknown subjects post help-wanted advertisements at popular Internet job search sites and respondents quickly reply to the online advertisement. As part of the application process, the prospective employee is required to complete an employment application, wherein he or she divulges sensitive personal information, such as their date of birth and social security number which, unbeknownst to the victim employee, will be used to obtain credit in his/her name.

- The applicant is informed he or she has been hired and will be responsible for forwarding, or "reshipping", merchandise purchased in the United States to the company's overseas home office. The packages quickly begin to arrive and, as instructed, the employee dutifully forwards the packages to their overseas destination.

- Without the knowledge of a specified party (the "reshipper"), the recently received merchandise was purchased with fraudulent credit cards.

The second means of recruitment involves the victim conversing with the unknown individual in various Internet Relay Chat Rooms.

- After establishing this new online "friendship" or "love" relationship, the

unknown subject explains for various legal reasons his or her country will not allow direct business shipments into his or her country from the United States.

- He or she then asks for permission to send recently purchased items to the victim's United States address for subsequent shipment abroad for which the unknown subject explains he or she will cover all shipping expenses. After the United States citizen agrees, the packages start to arrive at great speed.

- This fraudulent scheme lasts several weeks until the "reshipper" is contacted. The victimized merchants explain to the "reshipper" the recent shipments were purchased with fraudulent credit cards.

- Shortly thereafter, the strings of attachment are untangled and the boyfriend or girlfriend realizes their Cyber relationship was nothing more than an Internet scam to help facilitate the transfer of goods purchased online by fraudulent means.

- Be cautious if you are asked to ship packages to an "overseas home office."

- Be cautious when dealing with individuals outside of your own country.

- Be leery if the individual states that his country will not allow direct business shipments from the United States.

- Be wary if the "ship to" address is yours but the name on the package is not.

- Never provide your personal information to strangers in a chatroom.

- Don't accept packages that you didn't order.

- If you receive packages that you didn't order, either refuse them upon delivery or contact the company where the package is from.

Spam:

With improved technology and world-wide Internet access, spam, or unsolicited bulk email, is now a widely used medium for committing traditional white collar crimes including financial institution fraud, credit card fraud, and identity theft, among others.

- It is usually considered unsolicited because the recipients have not opted to receive the email.

- Generally, this bulk email refers to multiple identical messages sent simultaneously.

- Spam can also act as the vehicle for accessing computers and servers without authorization and transmitting viruses and botnets.

- The subjects masterminding this Spam often provide hosting services and sell open proxy information, credit card information, and email lists illegally.

- Don't open spam. Delete it unread.

- Never respond to spam as this will confirm to the sender that it is a "live" email address.

- Have a primary and secondary email address - one for people you know and one for all other purposes.

- Avoid giving out your email address unless you know how it will be used.

- Never purchase anything advertised through an unsolicited email.

Third Party Receiver of Funds:

A general trend has been noted regarding work-at-home schemes on websites. In several instances, the subjects, usually foreign, post work-at-home job offers on popular Internet employment sites, soliciting for assistance from United States citizens.

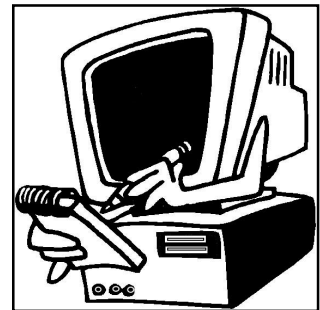
- The subjects allegedly are posting Internet auctions, but cannot receive the proceeds from these auctions directly because his or her location outside the United States makes receiving these funds difficult.
- The seller asks the United States citizen to act as a third party receiver of funds from victims who have purchased products from the subject via the Internet.
- The United States citizen, receiving the funds from the victims, then wires the money to the subject.

- Do not agree to accept and wire payments for auctions that you did not post.
- Be leery if the individual states that his country makes receiving these type of funds difficult.
- Be cautious when the job posting claims "no experience necessary".
- Be cautious when dealing with individuals outside of your own country.



Creative Work–Team Project Work–Multimedia Presentation
Cybercrime: you have to know dangers to avoid them!

Strategy Tips: (1) Divide into groups of 2-4 students. (2) Choose anyone from your group mates to be a coordinator of your digital project. (3) Now when you know a lot about cybercrime, summarize your knowledge and create a warning clip for those who may easily fall victims of any threats while surfing in the Internet. Be convincing and reliable! (4) The



overview may cover the following information: 1) Cybercrime has changed the way we communicate; 2) Cybercrime and the culture of fear; 3) Cybercrime affects businesses and households; 4) The dangers and threats of cyberworld; 5) Cybercrimes vary in gravity and the purposes of commission; 6) Cybercriminals: the types and motives; 7) Describe the key rules to avoid the possible cyber threats; 7) Essential laws on cybercrime worldwide; 8) Cybercrime and law enforcement worldwide; 8) The joint efforts of international community to combat cybercrime; 9) Why should any cybercrime attack be reported? 10) Avoid the risks of cybercrime!
**Note! You may add any extra rubrics and media tools you regard essential to cover your topic in full. Have fun with your team work!*



Web – resources and support:

Topic	Web links to some useful and helpful resources
Be Aware of Cybercrime Threats Worldwide	<p>http://www.cybercrime.gov/ http://cybercrime.planetindia.net/intro.htm http://news.bbc.co.uk/hi/english/static/in_depth/uk/2001/life_of_crime/cybercrime.stm http://www.msnbc.msn.com/id/19789995/ns/technology_and_science-security/ http://conventions.coe.int/Treaty/EN/Treaties/html/185.htm http://www.coe.int/t/dc/files/themes/cybercrime/default_en.asp http://us.norton.com/cybercrime/index.jsp http://www.naavi.org/pati/pati_cybercrimes_dec03.htm http://www.cybercrimelaw.org/ http://www.cybercellmumbai.com/ http://www.privacyinternational.org http://www.cybercrimelaw.net/Cybercrimelaw.html http://www.fbi.gov/about-us/investigate/cyber/cyber http://www.mcafee.com/us/campaigns/fight_cybercrime/ http://www.cyberpolicebangalore.nic.in/ http://www.international.gc.ca/crime/cyber_crime-criminalite.aspx http://library.thinkquest.org/04oct/00460/ http://www.cybercrime101.com/ http://www.rsa.com/node.aspx?id=3178 http://www.spamlaws.com/types-of-cyber-crime.html http://www.ccmostwanted.com/ http://www.networkworld.com/topics/cybercrime.html http://www.crime-research.org/ http://www.newsweek.com/2009/12/29/the-evil-cyber-empire.html http://blogs.technet.com/b/microsoft_blog/archive/2010/10/13/in-pursuit-of-cyber-crime.aspx http://www.forensics.nl/ http://www.interpol.int/public/TechnologyCrime/default.asp http://www.csoonline.com/topic/43400/malware-cybercrime http://www.vaonline.org/internet_reporting.html http://www.jisclegal.ac.uk/LegalAreas/ComputerMisuse.aspx http://www.ethicalhacker.net/content/view/335/2/ http://cyber.law.harvard.edu/ilaw http://www.esecurityplanet.com/trends/article.php/3874206/Trends-in-Cybercrime-Report.htm http://www.cybercrimedefensecard.com/ http://www.dc3.mil/ http://www.ic3.gov/default.aspx</p>



TIME FOR PUZZLES! CYBERSPACE AND CYBERCRIME

Test yourself: A Giant Cybercrime Puzzle for you: *Crossword*




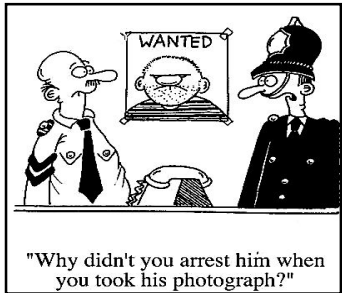
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z
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Across: 1-a) the act of systematic unwanted and annoying actions, including threats and demands; 1-l) gaining unauthorized access to telecommunication systems, esp to obtain free calls; 1-x) abbreviation for Universal Serial Bus: a standard for connection sockets on computers; 3-a) crime committed by means of computers or the Internet; 3-t) the unauthorized use or reproduction of copyrighted material; 4-l) sending unsolicited email messages to many users at a time with the intention of advertising products or defrauding potential customers; 6-r) to gain unauthorized access; 8-e) connecting to the Internet via program which captures and analyses data, e.g., user names and passwords; 8-u) a malicious program that replicates itself until it fills all of the storage space on a drive or network; 9-a) an attempt to make a computer resource unavailable to its intended users; 11-b) unsolicited commercial email usually mailed out in large

amounts; 11-i) to illegally add services which have not been provided to someone's telephone bill; 12-m) programs that gather information about your Web surfing habits and sends it to a third party without your permission or knowledge; 13-a) a computer that is under remote control, usually without the owner's knowledge or consent, by means of a malicious software; 13-h) deliberate deception intended to gain an advantage; 13-s) vulnerable or likely to be lost or damaged; 14-w) the use of tricks to deceive somebody to extract money; 16-l) the process of taking over a person's computer, browser, etc. with malicious intent; 16-t) a computer code that hides within other programs to spread from computer to computer, infect and cause damage to software, which requires an action to initiate an attack; 18-n) to break into a system with the intent of modifying and making it to behave as the intruder wants; 18-t) a system of computers interconnected to share information; 20-l) those who perform hacking for legitimate reasons; e.g. IT security technicians, researchers, etc.; 21-a) software with malicious payload causing shock or scare of an unsuspecting user; 22-n) a fictitious identity that does not relate to a real person; 23-w) a shared on-line journal to post personal experiences and hobbies; 24-f) computer software, distributed and used without payment; 24-s) an Internet slang for an author/creator of computer viruses; 25-n) a letter that is sent to several people to induce them to make as many copies as possible; 26-f) to connect or include; 26-s) an undocumented access to a computer system or its database with security risk; 27-p) an Internet domain name for an information provider; 28-a) it consists of a number of online casino scams and sports betting scams; 30-a) one of the versions of Trojans which steals data from encrypted SSL (Secure Sockets Layer) streams; 30-h) drag-and-___ is the action of clicking on a virtual object and dragging it to a different location; 30-m) a program that visits Web sites and reads their pages to create entries for a search engine index; 30-t) a short information that authenticates your identity.

Down: 1-a) Network is their target and tool for committing crimes; 1-c) to shut down and restart a computer system; 1-e) it supplies data or resources to other machines on a network; 1-l) using of fake e-mail to trick individuals into revealing personal and sensitive information for nefarious purposes; 1-t) an absence/ interval of information on a recording medium; 1-y) a large family of computer worms and also a popular spyware and adware removal program; 2-v) the address of a file accessible on the Internet due to Uniform Resource Locator; 3-g) a malware program that is installed on a system through various means to create a back door for a black hat; 3-i) a person who transfers money fraudulently obtained in one country to another country via the Internet; 4-n) an illegal attempt to break into a computer to install a virus; 4-p) any malicious computer software that interferes with normal computer functions and sends personal data about the user to unauthorized parties over the Internet; 4-s) slang name for a technically oriented person – a member of an organized cybercrime group; 6-v) any computer programs that disguise themselves as useful software, but instead compromise security and privacy of the stranger's computer system; 6-z) a deed, a bond, money, etc. held by a trusted third-party during an online

transaction for delivery to a grantee only after the fulfillment of the conditions specified; 7-j) an advance fee fraud or 419 fraud originated in the early 1980s as the oil-based economy of Nigeria went downhill; 8-e) an attempt to defraud a person or group by gaining their confidence; 8-x) any code added, changed, or removed from a software system to intentionally cause harm or subvert the intended function of the system; 11-b) disguising one computer as another via a fake website or email address to send information through the Internet; 12-n) stealing content from a website and copying it into another website to siphon some of the original site's traffic to the copied webpage; 13-d) a computer worm that spreads on computers with Microsoft OS only and could cause unexpected termination of the system while being in Internet; 13-f) a software program taking advantage of vulnerabilities for breaking security or for otherwise attacking a host over the network; 13-h) imitating or counterfeiting documents, signatures, etc.; 15-u) a device designed to enforce the boundary between two or more networks, limiting access, to protect computers from unwanted intrusion by hackers; 18-z) a program that allows unauthorized recording of every character typed on a keyboard by a computer user; 20-c) an attack of illegally obtaining valid e-mail addresses either by sending a message to all possible alphanumeric combinations for the usernames or by sending a message to the most likely usernames; 20-l) an acronym for a part of the Internet containing documents with hyperlinks and multimedia components; 21-a) a security attack in which the user is tricked into downloading a Trojan horse, virus or other malware onto his cellular phone or other mobile device; 21-e) associated dynamic link for the standard executable files; 22-p) well-planned and controlled criminal activity on a large scale and involving many people; 24-f) a hostile and insulting interaction between Internet users; 25-x) strings of letters and numbers separated by periods that are used to name organizations and computers and addresses on the Internet; 26-s) a hidden code instructing a computer virus to perform some potentially destructive action when specific criteria are met; 27-l) an error in coding or logic that causes a computer software program to malfunction.

 Have Fun! Lawyer Jokes!		
		
<p>Great news! Our appeal successfully reduced your six life term to one!</p>	<p>Fortunately, your trial is scheduled for August. The law is more pliable when the room is warm.</p>	<p>Wanted? Why didn't you arrest him when you took his photograph?</p>



The Glossary:

Your quick access to the World of Communicative Opportunities:

No	Term	English definition
A		
1	Abbreviation	Shortened form of a word or phrase
2	Abridge	To reduce the length of a written text; condense
3	Abstract (n)	Condensed piece of writing, e.g. summary
4	Abstract (adj)	Not applied or practical; theoretical
5	Absurd	Ridiculously incongruous or unreasonable
6	Academic CV	Emphasizes professional qualifications/ activities
7	Academic language	Terms used in classroom and learning contexts
8	Access (n)	Ability to enter, exit, communicate with, etc.
9	Access (v)	To reach, connect, interact with a remote resource
10	Acceptance	Unconditional agreement to an offer
11	Acceptance speech	Form of public recognition
12	Accomplishments	Achievements one has had in his/ her career
13	Accomplishment resume	Hybrid resume with list of qualifications/ accomplishments
14	Accretion	Enlargement of text by incorporating additions
15	Acculturation	Cultural transformation due to different cultures
16	Accumulation	Increase by natural growth/ addition
17	Accuracy	Conformity to fact
18	Accused	One being sued/defendant in criminal proceeding
19	Achievement resume	Strong achievements under the main headings: Professional accomplishments/Selected achievements
20	Acknowledgment	Recognition of existence/ validity/ authority/ right
21	Acquisition	Acquiring or gaining possession of something
22	Acquit	To release or discharge from a duty
23	Acquittal	Discharge/ release from obligation, duty, debt, etc.
24	Acronym	Word formed from the initial letters of a name
25	Action Verbs	Concrete, descriptive verbs to express skills, etc.
26	Active Vocabulary	Words/ phrases one uses in his/ her speech/ writing
27	Actus reus	Physical component of a crime/ guilty act itself
28	Add-on	Software extension that adds extra features
29	Address	Code and abstract concept expressing a location
30	Adhesive	Substance applied to the back of most stamps
31	Adjudicate	In law, to hear or try and determine judicially
32	Admin	Administrator
33	ADN	Advanced Digital Network

34	Adoption	Act of accepting with approval/ reception
35	ADSL	Asymmetric Digital Subscriber Line
36	Adversary	Opponent/ any malicious entity
37	Adversity cover	Letter writing material, including envelopes, etc.
38	Advertising	Public promotion of products/ services via media
39	Advertising cover	Envelope used as a form of advertising
40	Adware	Unwanted software to serve banner/ pop-up ads
41	Aero	Windows Vista's new graphical interface
42	Affection	Emotions of caring for others/ being cared for
43	Affiliate	To be associated as a subordinate/ subsidiary
44	Affirmation	Statement of the existence/ truth of smth.
45	Age discrimination	Illegal prejudice against a person due to one`s age
46	Agenda	List of all topics to be discussed during a meeting
47	Agent	One appointed to act on behalf of another person
48	Aggregate	To gather into a mass/ sum/ whole
49	Aggressive mode	Hurtfully expressive, self-promoting behavior
50	AGP	Accelerated Graphics Port
51	AIFF	Audio Interchange File Format
52	Airmail envelope	Envelope transported by aircraft
53	Airmail stamp	Stamp prepaying postal rates for air transportation
54	Alert Box	Small window that pops up on a screen to warn
55	Algorithm	Methodology for solving certain kinds of problem
56	Alias	Shortcut pointing to a file folder/ application
57	Allegation	Any statement of fact in a pleading before a court
58	Alley	Space between columns within a web page
59	Allegory	Use of symbolism to illustrate truth or moral
60	Alpha test	Program testing by personnel to identify bugs
61	Ambiance	Particular environment/ surrounding influence
62	Ambiguous	Having more than one possible meaning
63	Amicus curiae	Latin: "friend of the court"
64	Amnesty	Pardon/ excuse granted by a government
65	Ampersand	Character representing the word 'and' (&)
66	Analogue	Device having an output proportional to the input
67	Analogy	Similarity in some respects btw things
68	Analysis	Separating a whole into parts to examine
69	Analyze	To examine methodically by separating into parts
70	Androgynous	With stereotypical female/ male characteristics
71	Anecdote	Short account of an interesting/humorous incident
72	(Animated) GIF	(Moving as alive) Graphical Interchange Format
73	Animation	Process of preparing animated cartoons
74	Angle	Perspective where a new fact/event is viewed from
75	Annotated	Include a summary description of the works listed

	bibliographies	
76	Anonymity	State of being unacknowledged/ not identifiable
77	Anonymizer	Tool that attempts to untraceable activity in the net
78	Answer	Defendant's pleading to the plaintiff's complaint
79	Anti-spam	Program used to filter out and block email spam
80	Antithesis	Direct contrast// opposition
81	Anti-Virus Software	Program that detects/ removes computer viruses and worms
82	Anthology	Collection of various authors` works in one book
83	Antonym	Word opposite in meaning to another word
84	API	Application Program Interface
85	Apparition	Supernatural appearance of a person/ thing
86	Appeal	Request for a formal change in official decision
87	Appendix	Supplement or postscript at the back of a book
88	Applet	Small computer program that has limited features
89	Applicant	Who is making a formal request for smth.
90	Application	Computer program for a specific task/ use
91	Application Form	Printed document with spaces in which to write
92	Application Package	Pack of a cover letter, resume and application form
93	Applied research	Directed to a specific, practical aim/ objective
94	Appraisal	Expert/ official estimation/ evaluation of smb.
95	Apprehensive	Uneasy/ fearful about smth. that might happen
96	Aptitude	Inherent ability, as for learning// a talent
97	Arbitration	Resolution of a dispute by independent third party
98	Architecture	Overall design/ structure of a computer system
99	Archive	Long-term storage repository for software/data
100	Argument	Reason given in proof/ rebuttal
101	Arrangement	Orderly grouping of things/ persons
102	Arrest warrant	Writ from a court authorizing police to arrest smb.
103	ASCII	American Standard Code Information Interchange
104	ASP	Active Server Pages/ Application Service Provider
105	Assembly	People gathered together for a common reason
106	Assessment	Analysis/ evaluation of effectiveness/ potential
107	Asset	Smth. of use/ value: e.g. good computer skills
108	Assignments	Tasks undertaken individually/ in a group
109	Assimilation	Social process of absorbing one group by another
110	Associate Degree	Awarded by college/ university after satisfactory completion of a two-year program of study
111	Asynchronous	Not occurring at the same time/ period/ location
112	Asynchronous communication	Transmission of data without the use of external clock signal occurring at different time/ locations
113	ATM	Asynchronous Transfer Mode

114	Attachment	Computer file sent along with an e-mail message
115	Attacker	Adversary who actually attacks on computer
116	Attestation	In law, verification of a document
117	Attitude	Person's perspective toward a specified target
118	Attorney	Who is legally trained/ authorized to practice law
119	Attribute	Quality/characteristic of people: e.g., hardworking
120	Attribution	Assignment of meaning to people's behavior
121	Audience	Group of spectators/ listeners at a public event
122	Audio-video conferencing	Use of the Internet to connect several multimedia-capable PCs for live, interactive communication
123	Authentic	Conforming to fact and therefore worthy of belief.
124	Authentic Language	Real/ natural language, as used by native speakers
125	Authenticity	Truthfulness of origins/ attributions/ intentions
126	Authentication	Verifying the identity of a user/ process/ device
127	Autobiography	The writer's own life story// not a biography
128	Authorization	Permission to access the system for activities
129	Avatar	In chat/ games, an icon to represent a participant
130	AVI	Audio Video Interleaved
131	Avoidance	Keeping away from/ preventing from happening
132	Award	1) A prize/ medal; 2) the decision of an arbitrator
133	Aware public	Who knows about a problem but doesn't act on it
134	Axiom	Statement accepted as true without proof
B		
135	Bachelor's Degree	Awarded by university after satisfactory completion of a 4-year (US) or 3-year (EU) program of study
136	Backdoor	Undocumented method of bypassing normal authentication/ securing remote access to a PC
137	Background	Person's experience, training, and education
138	Backing	Supporting an argument's merit
139	Backup, back up	Copy files to 2 nd source to safeguard the original
140	Balance	State of equilibrium/ harmonious arrangement
141	B2B	Business model in Internet: Business to Business
142	B2C	Business model in Internet: Business to Consumer
143	Banner	Headline spanning the width of a newspaper page
144	Barbarism	Brutal/ coarse/ ignorant act
145	Bargaining	Negotiation of terms of a transaction/ agreement
146	Bases	Issues at question in a judicial case
147	Basic research	Oriented toward expanding knowledge, rather than directed at solving a specific problem
148	BBS	Bulletin Board System
149	Bcc	Blind Carbon Copy
150	Behavioral flexibility	Ability to alter behavior/ adapt to new situations/ new environment/ new conditions of work/ live in

151	Belief	Mental act of placing trust/ confidence in another
152	Believability	Quality of being trustworthy
153	Bench warrant	Order issued by court for the arrest of a person
154	Benchmarking	Measuring/ judging smth. according to standards
155	Berne Convention	International copyright treaty (Berne, 1886)
156	Beta test	Testing by a trial audience to find/ correct bugs
157	Bias	Unfair act or policy stemming from prejudice
158	Bibliography	List of sources used in a process of writing a work
159	BICS	Basic Interpersonal Communication Skills
160	Bicultural	Two distinct cultures in one nation/ region
161	Bi-lingual	Ability to speak two different languages fluently
162	Biliteracy	Ability to read and write in two/ more languages
163	Bill	Any proposed statute, not yet approved
164	Bill of Attainder	Conviction/ sentence to death directly by statute
165	Bill of costs	Written list of itemized taxable costs
166	Bill of Exchange	Written order to pay on demand on a fixed date
167	Bill of Lading	Issued by a carrier to a shipper acknowledging receipt of goods /specifying terms of delivery
168	Bill of particulars	Explains all charges alleged in pleading
169	Binder	Formal written certification of an insurance policy
170	Biography	Life story of someone other than the writer's
171	BIOS	Basic Input/ Output System
172	Bipolar question	Question that limits answer options to two choices
173	Bit of information	Any organized unit of information/ ideas
174	Bitmap	Also known as raster graphics
175	Black Letter Law	Notorious principle of law that it is rarely disputed
176	Blended learning	Learning in a combination of modes
177	Blog (weblog)	Shared on-line journal with personal posts
178	Blogging	Participating in a personal communication in a blog
179	Blogger	Person who creates the blog
180	Blu-ray	Also known as Blu-ray optical Disc for HD video
181	Bluetooth	Radio technology to connect devices without a cable
182	BMP	Image file format known as bitmap ("bimp").
183	Body	Main/ central part, as the content of a book
184	Body of Paragraph	Central part of a written paragraph
185	Bona fide	In good faith: parties act without any hidden motives
186	Bonus	Given/ paid in addition to what is usual/ expected
187	Book language	Structures vocabulary typically found in storybooks
188	Book Review	Essay/ article that gives a critical evaluation

189	Bookmark	To quickly access a website by saving it in a browser
190	Boot, boot up	Usually used to mean – "start up the computer"
191	Bot (from robot)	Program imitating a human searching for information
192	Botnet	Bots running autonomously/ automatically
193	Bounce	Return of e-mail due to an error in address/ delivery
194	Brainstorming	Group creativity generating a large number of ideas
195	Breach of contract	Failure by one party to uphold its part of a deal
196	Brief	Document stating the facts/ points of law in a case
197	Brief example	Specific instance illustrating the more general idea
198	Broadcast	Transmission through the radio/ Internet/ television
199	Broadcasting letters	Self-marketing letters that a job seeker sends to a large but carefully targeted list of potential employers
200	Brochure	Multi-page promotional type of leaflet
201	Browser	Software that will load and display a web page
202	Brute Force Attack	Checking all possible keys until the correct key is found
203	Bullet point	Graphic symbol used to highlight a statement
204	Bulletin Boards	Any asynchronous web-based messaging system
205	Burden of proof	Obligation to provide evidence to convince the court
206	Bureaucracy	Administrative structure with a complex organization
207	Business Directory	Alphabetical list of the businesses in a city/ town
208	Business Letter	Written to give/ get information/ to discuss a problem
209	Business Reply Envelope (BRE)	Self-addressed envelope whose postage is paid for by the organization that prints it
210	Business writing	Writing on business topics
211	Buzzword	Term with exact meaning to a small group of people
212	By-Law	Municipal/ local/ corporate rule/ regulation
C		
213	Cable Modem	Internet connection through a coaxial cable
214	Cache	Very high speed type of memory similar to RAM
215	Calls to Action	Words in a text that encourage taking an action
216	Campus	Refers to the University grounds, i.e. its location
217	Canon	Works regarded as the most important to read/ study
218	Caption	Title/ brief explanation/ comment
219	Carbon copies	Duplicate, as of a letter, made by using carbon paper
220	Carrier	Envelope that contains the letter and other contents
221	Case Studies	Real life problems for students to examine/ solve
222	Cause of action	In law, grounds on which a legal action is brought
223	Cause and effect	Relationship between an event (cause – makes smth to occur) and reason (effect/ outcome of the cause)
224	Caution note	Special note used in manuals cautioning readers
225	Caveat	Latin: A formal warning

226	Caveat Emptor	"Let the buyer be beware"
227	Cease/Desist Letter	Advises to stop using legal rights asserted by another
228	Celebrity testimony	Statements made by the public figure known to the audience/ public
229	Central tendency	Perceptual error of viewing everyone as average
230	Ceremonial speaking	Speaking that celebrates special occasions
231	Certainty of terms	Legal requirement of a valid offer to a contract
232	Certified copy	Signed/ certified as a true copy by authorized person
233	Certiorari	Request to a court due to illegal/ irregular decision
234	CERT	Computer Emergency Response Team
235	CGI	Common Gateway Interface
236	Chain letter	Induces to distribute the letter to many other people
237	Challenge	Test of one's abilities/ resources in some undertaking
238	Channel	Specific bandwidth/ frequency combination
239	Characterization	Analysis of critical features of an object/ concept
240	Charisma	Aura/ attractiveness that the audience perceives
241	Charge	Accusation of a crime usually made by the police
242	Chart	Summarizes information in a visual list form
243	Chat (online)	Interactive communication/ typed conversation
244	Chat Room	Real-time exchange of messages btw users
245	Chattel	Article of personal property
246	Check (or Cheque)	Order to pay to a bank holding the payer's money
247	Chronological Resume	Organizes credentials over time, lists work history, with most recent job listed first
248	Citation	Court order to appear before it to answer the charges
249	Clarify	To eliminate confusion about ideas/ assignments
250	Classification	Arranging related information into groups
251	Cleaning	Correcting/ removing names from a mailing list
252	Cheating	Deception with the purpose of profit to oneself
253	Cliché	Expression lacking originality/ force due to overuse
254	Click	Action with the mouse on a screen control
255	Climax	Moment of the greatest intensity in actions
256	Clip art	Pictures/ symbols of objects/ processes/ ideas
257	Closed-face envelope	Envelope that does not have a window
258	Closing	Stage of an interview indicating its termination
259	Closing Arguments	Summarizing statements made at the end of a trial
260	Closing Sentence	Concluding sentence at the end of a paragraph
261	Cluster	Part of a group of a logical disk sector
262	Cluster Sketch	Overall topic in the center and subtopics added to it
263	Code	Systematically arranged collection of laws

264	Codec	It converts analog data into digital and vice versa
265	Coercion	Using force to cause smth. to occur
266	Cognition	Mental abilities to know/ perceive/ understand
267	Cognitive	Refers to the ability to think/ learn/ remember
268	Coherence/ cohesion	Refers to the underlying logic/ consistency of a text
269	Collage	Created by combining unrelated styles
270	Collocation	Tendency to occur regularly along with the others
271	Colloquial phrases	Used everyday but not in a formal speech/ writing
272	Collusion	Secret abusive agreement btw two or more persons
273	COM	Component Object Module
274	Comfort letters	Documents issued to back up a routine agreement
275	Comma	Punctuation symbol to separate parts of a sentence
276	Commemorative	Speech that pays tribute to a person/ institution/ idea
277	Comments	Written response if provided to do so
278	Commercial writing	Writing for a commercial intent/ audience
279	Common sense	Beliefs/ propositions that are of sound judgment
280	Communication	Information exchange via verbal/ non-verbal means
281	Communication apprehension	Anxiety syndrome associated with real/ anticipated communication with another person/ persons
282	Communication competence	Ability to effectively exchange thoughts through a common system of symbols/ signs/ behavior
283	Communications Crimes	Cellular theft/ phone fraud being the major crimes
284	Community	Society where people communicate with each other
285	Commuting	Action of travelling to and back to work/ study
286	Comparison	Showing how things are similar and different
287	Compensation	Reparation/ remuneration for any damage
288	Competence	Being informed, intelligent and well prepared
289	Competencies	Level of knowledge, skills and experience required
290	Complaint	Pleading describing some wrong/ offense
291	Composition	Written work to prove literary/ linguistic knowledge
292	Comprehension	Ability to find/ construct meaning/ understanding
293	Compression	Reduction of a file size
294	Computer	Programmable device to process/ result information
295	Concept	Belief/ theory/ idea/ notion/ principle, or the like
296	Concession	Acknowledgment of objections to a proposal
297	Conclusions	The last part of a written/ oral presentation
298	Conditions	The major terms in any contract
299	Conferences	Face-to-face discussions both real/ virtual
300	Confession	Formal admission of misdeeds/ faults
301	Confidentiality	Authorized restrictions on access and disclosure
302	Confidentiality	Agreement made to protect confidential information

	agreement	if it has to be disclosed to another/ strange party
303	Confirmation	Verification that smth. that was believed is correct
304	Conflict	Struggle/ clash btw opposing persons/ forces
305	Conditional	Possible/ imagined situation usually with 'if'
306	Connectivity	Ability to connect to exchange data/ share resources
307	Connotation	Attitude/emotions associated with a wording idea
308	Connotative	Individualized/ personalized meaning of a word
309	Consensus	General agreement/ accord
310	Consent	Agreement as to opinion/ a course of action
311	Consideration	Promise given to persuade to enter into a contract
312	Conspiracy	Agreement btw two/more persons to commit a crime
313	Consumer	One that acquires goods/ services for direct use
314	Content	Information in a form opposed to design and layout
315	Context	Circumstances surrounding an issue before and after
316	Contract	Legally binding agreement btw two/ more parties
317	Contradiction	Opposition btw two conflicting forces/ ideas
318	Contrast	Statement of the differences in important way
319	Convention	Accepted way of regarding things as if they are rules
320	Convict	Person charged guilty after the decision of the court
321	Cookie	Piece of data downloaded to computer by a website
322	Copy	Reproduction of a handwriting/ signature
323	Copyright	Exclusive right granted to author to protect original intellectual property for a limited period of time
324	Core resume	Base/ template to spin off targeted type of resume
325	Cost-benefit	Getting the most and best service for the least cost
326	Cost-effectiveness	Balance btw efficiency/ economy and effectiveness.
327	Counterarguments	Rebuttals to an argument
328	Counterclaim	Claim brought by a defendant against the plaintiff
329	Course book	Textbook to provide the core materials for a course
330	Court reporter	Who transcribes testimony during court proceedings
331	CPU	Central processing unit
332	Cover Letter	Short letter accompanying a manuscript/ proposal/ resume to introduce you/ your work and credits
333	Cover sheet	Top/ introductory page of a set of documents
334	Cracker	Who attempts to break into a network with intent to perform malicious destruction/ show it can be done
335	Cram, cramming	Practice of adding false charges to smb`s phone bills
336	Creative thinking	Development/ elaboration of original/ diverse ideas
337	Credibility	Believability/ plausibility/ worthy of confidence
338	Criminal Libel	Deliberate publication of defamatory lies
339	Criteria	Standards to judge potential solutions
340	Critique	Evaluation of a speech/ piece of writing
341	Cross-cultural	Dealing with/ comparing two/ more cultures

342	Cross-examination	Questioning of a witness after the opponent
343	Cue	Part of a text to indicate the answer to a question
344	Customer	One that buys goods or services
345	Curriculum	Integrated course of academic studies
346	Curriculum Vitae	Account of educational/career history/qualifications
347	Cyber bullying	Sending/posting harmful/cruel text/image in Internet
348	Cybercrime	When computer and Internet are both tool and target
349	Cyberpunk	Science fiction genre on "high tech and low life"
350	Cyberspace	Electronic medium of connected computer networks
351	Cyberspace Terrorism	Makes use of high technology in planning/ carrying out of terrorist attacks from any place on the globe
352	Cyberspace Virtual Crimes	Offenses based on virtual reality that only exists in a cyberspace
353	Cyber squatting	Trafficking/ using a domain name with bad intent to profit from a trademark belonging to someone else
354	Cyberstalker	Pedophile who surfs computer bulletin boards
355	Cyberstalking	Use of Internet to harass an individual/ a group
D		
356	Damages	Monetary compensation for wrong/ injury/ violation
357	Data	Refers to raw facts/ measurements/ numbers, etc.
358	Data structure	Scheme for organizing related pieces of information
359	Database	Way to organize files with the similar information
360	Data Conversion	Refers to translating data from one format to another
361	Data protection	Prevention of misuse of information stored on PC
362	Data quality	Acceptable standard of accuracy of personal data
363	Date-stamp	Stamping on a document of the date it is received
364	Data transfer	Transmission/ communication of data to a recipient
365	Dating	Engagement to go out socially with another person
366	Dead Metaphor	Metaphor that has lost its intensity due to overuse
367	Deadline	When an assignment must be turned in
368	Debate	Clash of opposing ideas on a subject of concern
369	Debenture	Document to create/ acknowledge a debt/ loan
370	Debriefing	Form of reflection immediately following an activity
371	Deceit	Willful misrepresentation with an intent to mislead
372	Decipher	To read or interpret difficult handwriting
373	Decision	Determination reached/ the basis of the judgment
374	Declining Letter	Letter sent to an employer to turn down a job offer
375	Decoder	Software translating coded signal to a readable form
376	Decree	Decision/ order of government/ judicial body
377	Decryption	Removing encryption/ cipher to make data readable
378	Deduction	Reasoning from the general to the specific
379	De Facto	Latin: as a matter of fact; in fact.
400	Defamation (libel)	False/ malicious claims to harm smb's reputation

401	Defendant	Party being sued/ accused/ charged
402	Definition	Determination of meaning of terms via explanation
403	Degree	Qualification obtained after the University course
404	De Jure	Latin: of the law; in law; according to law
405	Deliberation	All-sided expression of opinions to make a decision
406	Demand Letter	Demands payment which is allegedly due/ in default
407	De minimis	Latin: insignificant or too small to bother with
408	De novo	Latin: to start a new contract on the old basis
409	Deponent	One who testifies under the oath to the truth of facts
410	Deposition	Official statement by a witness taken in writing
411	Description	Depicting a person/event/idea with clarity/ vividness
412	Designing	Form of planning
413	Desktop	Background image of a display screen
414	Details	Describe/ convince/ explain/ support the central idea
415	Deterrence	Prevention from action by fear of the consequences
416	Dialect	Regional/ social variety of a language
417	Dialogue	Conversation btw two/ more people
418	Dialogue group	Group assembled to explore not to solve a problem
419	Differentiating	Emphasizing differences rather than similarities
420	Digital	Discrete numerical form to use by electronic devices
421	Digital divide	Gap btw users of hi-technologies and non-users
422	Diligence	Degree of attention/care required in a given situation
423	Diploma	Certificate issued by the University to testify that the recipient has completed the course of study
424	Direct examination	First interrogation of a witness by the calling party
425	Direct quotation	Repeating exact words of another to support a point
426	Disclaimer	Written document denying limitation of rights
427	Discrimination	Unfair treatment of smb on the basis of prejudice
428	Discussion Board	Web-based bulletin board to share information
429	Disinformation	Deceives listeners and impedes their understanding
430	Dismiss	To release from employment; to fire
431	Distinctive	Marking or expressing difference/ characteristic
432	Distributed Network	Network using multiple locations
433	DjVu	Compressed graphics format to show scanned pages
434	DM	Direct mail
435	DNS	Domain Name System
436	Docket	Official court record book which lists all the cases
437	Doctrine	Rule established through the repeated application
438	Document	Information/ data fixed in some medium
439	Domain	Computer/ web site/network connected to Internet
440	Domain name	Unique identifier of an entity attached to Internet
441	Domicile	Place where a person has a true and permanent home

442	Dominant style	Tendency to lead/ take control in social situations
443	DOS	Disc Operating System (created by Bill Gates)
444	Dot-com	Businesses registered names in the .com domain
445	Download	To transfer data from server to one's own computer
446	Downstream	Any information received by a computer system
447	Draft	Preliminary/ unpolished version of a piece of writing
448	Dramatizing	Acting out roles from stories/ historical events
449	Drill	Practice by repetition
450	DSL	Digital Subscriber Line or Digital Subscriber Loop
451	Due diligence	Paying proper attention to a task
452	Dummy	Simulating/ replacing smth but lacking its function
453	Dunce	Person incapable of learning
454	DVD	Digital Versatile Disc or Digital Video Disc
455	Dyad	Group of two people
E		
456	E-(prefix)	Prefix meaning electronic for current jargon terms
457	E-Commerce	Buying/ selling of goods/ services via Internet.
458	Edit	To review a piece of writing/ to correct/ alter
459	Editorial	Short article expressing an opinion/ point of view
460	E.g.	Abbreviation for "for example" (compare to i.e.)
461	Either-or	To choose btw 2 alternatives if more than 2 exist
462	E-document	Requires a computer to display/ interpret/ process it
463	Electronic epoch	Fourth era in media history of civilization
464	Electronic Resume	Resume that is sent to the employer via e-mail
465	E-learning	Electronic Learning; form of distance education
466	E-mail	Electronic mail
467	Electronic mail	System of sending/receiving messages electronically
468	Embed	To add an element from one document to another
469	Emblems	Nonverbal movements to substitute words/ phrases
470	Eminent domain	Right of a state to put private property for public use
471	Emoticons	Animated faces that express different emotions
472	Emphasis	Nonverbal cues to strengthen verbal messages
473	Empathy	Ability to perceive another person's worldview
474	Empirical	Thinking that knowledge is based on experience
475	Employee	Person who conducts work in exchange for money
476	Employer	Person who hires/ pays in exchange for work done
477	Employment	Employee agrees to perform work for the employer
478	Employment contract	Contract between an employer and an employee
479	Employment Gaps	Time when a person was not working
480	Emulation	Program/ device that has ability to imitate another
481	Enactment	Document published as an enforceable set of rules
482	Enclosure	Addition included to the letter/ attached to an e-mail

483	Encoding	Process of translating smb`s thoughts into words
484	Encryption	Process of converting data into "unreadable code"
485	End user	Person who makes productive use of the item
486	Endorsement	Smth. written on the back of a document
487	Enduring metaphors	Having unusual power/ popularity that even crosses cultures
488	Enquiry	Systematic investigation of matters of public interest
489	Environment	Circumstances/ conditions that surround people
490	Epic	Long narrative poem told in a formal, elevated style
491	Epigram	Short witty poem with satiric/ humorous point
492	Epithet	Descriptive and qualifying substitute for anything
493	Escrow	Money/goods/etc. delivered to a third party and held by him pending the fulfillment of some condition
494	Essay	Focused on a single topic/ developed via example
495	Ethics	Deals with issues of right/ wrong in human affairs
496	Etymology	The historical origin of a word
497	Eulogy	Speech of tribute presented upon a person`s death
498	Euphemism	Inoffensive term for smth unpleasant/ obscene
499	Evaluation	Assessment to meet predetermined standards
500	Event	Anything that happens/ is regarded as happening
501	Evidence	Supporting materials used to prove/ disprove smth
502	Example	Specific case used to illustrate/ represent smth
503	Executable File	Designed to be directly executed by a PC system
504	Executive summary	Gives only the most important information/ an abstract
505	Exempli gratia	Latin: for example (e.g.)
506	Exhibit	Article exhibited to a court as a physical evidence
507	Ex parte	Latin: on behalf of
508	Experience	Set of knowledge/ skills due to direct participation
509	Expert	Person with special knowledge/ skilful abilities
510	Explanatory essay	Describes reasons/ factors for a particular situation
511	Exposition	Writing/explaining/giving full information on topic
512	Ex post facto	Latin: because of some later event
513	Express terms	Conditions actually stated in the contract
514	Expunge	Authorized act of physically destroying information
515	Extranet	Controlled to provide accessibility to outside users
516	Evidence	Indication/ grounds for belief/ disbelief
517	E-zine	Electronic magazine/ magazine published online
F		
518	Fable	Short allegorical story
519	Facial expression	Any nonverbal cue expressed by the speaker's face
520	Facilitate	To make easy/ less difficult
521	Factual example	Illustration based on smth. actually happened

522	Fair use	Concept in copyright that permits limited copying
523	Fallacy	Error in reasoning
524	False cause	Error in causal reasoning
525	Family Stories	Important events really happened in one`s family
526	Fantasy	Contains elements/ events that could not be real
527	FAQ	Frequently Asked Questions
528	FAT	File Allocation Table
529	Fax	Machine capable of transmitting printed pages of information via conventional telephone lines
530	Fax Modem	Device attached to a PC that enables to transmit and receive electronic documents as faxes
531	Feature	Article that gives detailed information on some issue
532	Feature writing	Writing special features for a publication
533	Feedback	Audience`s immediate response to a speaker
534	Figurative language	Use of words in certain surprising and unusual ways in order to magnify the power of their meaning
535	File	Data which has been organized, stored and named
536	File Sharing	Allows server to give same files to many end users
537	Films (movies)	Motion pictures
538	Filmstrips	Series of still images projected onto a screen
539	Filtering	Blocking access to data for particular criterion
540	Fire	To release from employment/ to dismiss
541	Firewall	Security gateway btw a computer and Internet
542	First impression	Initial opinion about people upon meeting them first
543	Flame, flaming	To write angry/ insulting words about a person
544	Flame war	To deliberately exchange insults in public messaging
555	Flash	Allows to create animated content for web pages
556	Flash Fiction	Piece of fiction written in less than 500 words
557	Fluency	Smoothness of delivery/ flow of words/ etc.
558	Folder	Documents grouped together known as a `directory`
559	Font	Complete set of types of the same design
560	Forecasting	When predictions are made about future events
561	Forensic	Use of science/ technology in some investigation
562	Foreshadowing	Use of hints/ clues to indicate events to occur later
563	Formal language	Avoidance of informal/ colloquial expressions
564	Formal letter	Follows standard business block/ semi-block format
565	Formal outline	Process from the first rough ideas to final product
566	Formal report	Has a cover page, front matter and back matter
567	Format	Order, layout and style of a written piece
568	Formatting	Manner for manuscript to be prepared and presented
569	Forms of writing	Types of writing
570	Freelance	Working on an independent basis
571	Freelancer	Who does some job without a long-term contract

572	Freeware	Software that is offered for free download
573	Freshness	Creativity and originality of ideas/ presentation
574	Friendly letter	Informal letter written to a friend/ relative
575	Frozen evaluation	Assessment/ concept that has not changed over time
576	FTP	File Transfer Protocol
577	Functional resume	Organizes credentials by type of function performed
G		
578	Gamer	Someone who plays computer games online
579	Gapped text	Gap-filling task which is in the form of a text
580	General purpose	Broad goal in any action
581	Generalizing	To restate information to show basic principles
582	Genre	Type of writing based on its style, form and content
583	Ghostwriting	When a lawyer is hired to draft an official court document on behalf of a self-represented litigant
584	GIF	Graphical Interchange Format
585	Gifted	Intellectual ability significantly higher than average
586	Gist	Central theme/ meaning of the text
587	Globalization	World-wide process of internationalization of communication/trade/education/politics/ economics
588	GMT	Greenwich Mean Time, as a standard time zone
589	Google	Trademark used for one of Internet search engines
590	Graduate	Person who has completed a degree course
591	Grammar Conventions	Rules/ accepted practices, that govern the use of grammar in written/ spoken languages
592	Graph	Visual aid used to show statistical trends/ patterns
593	Graphics	Visual representations of information
594	Ground	Rational motive for a belief/ action
595	Guardian ad litem	Person appointed by a court to represent a minor
596	GUI	Graphical User Interface
597	GUID	Globally Unique Identifier
598	Guidelines	Set of rules/instructions on a behaviour in a situation
H		
599	Habit	Regular response to a specific situation
600	Habitable	Suitable to live in/ live on
601	Hacker	One who uses programming skills to gain illegal access to a computer network/ file database
602	Handout	Sheets of paper containing topical information
603	Harassment	Systematic annoying including threats/ demands
604	Hardware	Physical equipment used in a computer system
605	Headers	Documentation to accompany the body of an e-mail
606	Headings	Signposts to tell what the next section is about
607	Hearing	Presentation of evidence before adjudicating body
608	Hearsay	Testimony based on what others have said to witness

609	Hedonic Damages	Damages sought for loss of enjoyment of life
610	Hesitate	To pause before/ while doing/ saying smth
611	Hidden Job Market	Job positions that are not advertised
612	Hierarchy	Categorization of people due to abilities/ status
613	High Concept	Storyline that can be described in one sentence
614	Highlighting	Marking key concepts with color pens to emphasize
615	High self-monitors	Individuals who are highly aware of their impression management behavior
616	Historical Fiction	Uses real events/ people to tell stories about the past
617	Hit	Every listing a search engine returns from a search
618	Hoax	Act intended to deceive/ trick
619	Home page	Personal web page for an entity
620	Homogeneous	Characterized by similarities among individuals
621	Hook	Narrative trick that grabs the attention of readers
622	Host	Central computer which provides services/ a server
623	Hot Fix	Handles errors in disk writing operations
624	Hot media	Complete media doesn't require human participation
625	HTML	HyperText Markup Language
626	Http	HyperText Transfer Protocol
627	Hub	Device connecting cable from PC and other devices
628	Humanism	Doctrine: people's duty promotes human welfare
629	Hurtful messages	Messages that create emotional pain/ upset
630	Hybrid Resume	Combination of the reverse chronological resume format and the functional resume format
631	Hyperbole	Deliberate exaggeration (short form is "hype")
632	Hyperlink	Weblink bringing to another location when activated
633	Hypermedia	Interlinking media, as graphics, audio, video, etc.
634	Hypertext	Form of text including visible links to other pages
635	Hyphen (-)	Punctuation symbol used to connect parts of words
I		
636	i.e.	Abbreviation for "that is"
637	Icons	Picture on a screen that represents a specific file
638	ICQ	Instant messaging computer program
639	Identification	Official document that shows/ proves who smb. is
640	Identifier	Person/ thing that establishes his/ her/ its identity
641	Identifying	To ascertain origin/ nature/ characteristics of smth.
642	Identity	Subset of attributes of individual person/ thing
643	Identity Theft	Fraudulent use of smb else`s bank/ credit accounts
644	Id est	Latin: that is (i.e.)
645	Idiom	Words in fixed order different from usual meaning
646	Illustrators	Nonverbal messages to accompany verbal ones
647	Image map	Graphic on a web page used for navigation
648	IMAP	Internet Message (or Mail) Access Protocol

649	Imitation	Copy painting, style of writing, etc.
650	IMHO (abbr.)	"In My Humble Opinion" used in chat/ blog
651	Imitative text	Writing that mimics another piece of writing
652	Impromptu mode	Speech without notes/ plans/ preparation
653	Inbox	File that holds and lists the e-mail one receives
654	Incompetency	Lack of physical/ intellectual abilities/ qualifications
655	Incongruity	Lack of agreement/ harmony/ conformity
656	Indefinite questions	Vague/ evasive/ unclear questions
657	Indent	Blank space before the beginning of a paragraph
658	Indexing	Identifying the uniqueness of objects/ events/ people
659	Indictment	Any formal accusation of crime
660	Indigent	So poor as to lack even necessities/ very needy
661	Inductive reasoning	Making generalizations due to individual instances
662	Infected	Indicates a computer virus present
663	Inference	Act of reasoning from factual knowledge/ evidence
664	Influence	Power to affect other people's thinking/ actions
665	Informal writing	Not of a formal/ official/ stiffly conventional nature
666	Information society	Society with economic and cultural life dependent on information communications technologies (1994)
667	Informative content	The main points and sub-points used to clarify and inform
668	Informative speech	Speech designed to convey knowledge
669	Initiate	To begin/ originate
670	Injunction	Remedy awarded by courts to stop some actions
671	Innovate	To begin/ introduce smth. new
672	Instant Messaging (IM)	Real-time communication btw two/ more people online, who type messages back/ forth in a window
673	Integrate	To join with smth/ smb else// unite
674	Integrity	Adherence to moral principles// honesty
675	Intellectual property	Product of intellect of commercial value: copyright/ trademark/ patent/ industrial design/ trade secrets
676	Intelligence	Capacity to acquire and apply knowledge
677	Intention	Smth. that smb. wants and plans to do
678	Inter Alia	Latin: among other things/ for example/ including
679	Interaction	Mutual/ reciprocal action/ influence
680	Interest	Curiosity about a topic
681	Interference	Act of hindering/ obstructing/ impeding
682	Internal citations	Information about the document within the text itself
683	International Roaming	Use of a mobile phone to make calls while abroad
684	Internet	Interconnected system of networks around the world

685	Internship	Time spent for job so as to become qualified for it
686	Interpret	To explain the meaning of/ to translate orally
687	Interrogatories	Formal question to a witness to answer under oath
688	Interrupter	Parenthetical nonessential data set off by comma
689	Interview	Asking people about their lives and experiences
690	Intestate	Person who dies without a will
691	Intranet	Private network inside a company/ organization
692	Introduction	Preliminary part, as of a book, speech, etc.
693	Inversion	Reversal of the normal order of words
694	Investigation	Detailed inquiry/ systematic examination
695	IP	Internet Protocol
696	IP address	One of 2 forms of Internet addresses in common use
697	IRC	Internet Relay Chat
698	Irony	Humorous/ mildly sarcastic use of words
699	ISDN	Integrated Services Digital Network
700	ISN	Internal social networks
701	ISP	Internet Service Provider
702	Issues of fact	Issues related to an act's occurrence
703	Issues of quality	Issues related to the seriousness of an act
704	IT	Information Technology
J		
705	Jactitation	False boasting detrimental to the interests of another
706	Jargon	Characteristic language of a particular group
707	Java	Programming language used with web pages to create applets that will run on different platforms
708	JavaScript	Script language developed by Netscape for writing short programs embedded in a web page
709	Job Application	Application form for employment
710	Job ad reply letter	Written in return to a published job opening
711	Job Scams	"Get rich quick" frauds of innocent job-seekers
712	Job Seeker	Person seeking employment
713	Job Skills	Skills one needs to have for a particular job
714	Joke	Amusing/ ludicrous incident/ situation/ happening
715	Journal	Periodical presenting articles on a particular subject
716	JPEG	Joint Photographic Experts Group (graphical format)
717	Judging	Critical thinking to form opinions about a topic
718	Judgment	Coming to opinion after consideration/ deliberation
719	Junk email	Spam/ unwanted e-mail usually from an advertiser
720	Jurisdiction	Area/ matters over which a court has legal authority
721	Jurisprudence	Science or philosophy of law
722	Jury	Prescribed number of laymen selected according to law to make findings of fact in a court of law
723	Justify	To show to be reasonable/ provide adequate grounds

K		
724	Key	Correct answer to a question/ access
725	Key competencies	Capabilities for living and lifelong learning, such as thinking; using languages, symbols, texts; managing self; relating to others; participating and contributing
726	Key skills	Vital skills: literacy, mathematics, basic PC skills
727	Keyboard	Computer attachment with keys
728	Keywords	Words one enters in a search engine in a search box
729	Keyword resume	Resume format that places a profile of keywords at the top of a document
730	Knowledge	Information of which someone is aware
L		
731	Lamer, Lammer	A "wanna-be" programmer// not an expert
732	LAN	Local Area Network
733	Latent public	People who are not aware of an existing problem
734	Law Report	Serial publication of the judgments of courts of law
735	Lawyer	Professional person authorized to practice law
736	Layout	Initial idea of how the finished work will look like
737	LDAP	Lightweight Directory Access Protocol
738	Lead	The first paragraph of a manuscript
739	Leader	Story opening news
740	Learning	Act/ process/ experience of gaining knowledge/ skill
741	Learning outcomes	Indicate the end result of learning activity
742	LEC	Local Exchange Carrier/ local telephone company
743	Leet	Short for elite: jargon used by hackers and crackers
744	Legacy	Gift of a chattel by a will
745	Legal duty	Responsibility to act according to the law
746	Legal Fiction	Ruling on law based on hypothetical facts
747	Legalese	Legal terms combined in long-winded sentences
748	Leniency	Mercifulness as a consequence of being tolerant
749	Letter	Written communication with a person/ organization/ a certified document granting rights to its bearer
750	Letter Body	The main message of the letter
751	Letter Closing	The ending of one`s letter
752	Letter Heading	Part of a letter that has address and the date
753	Letter Signature	Signing one`s name after the closing of a letter
754	Letter of Acceptance	Used to confirm the offer of employment and the conditions of the offer; i.e., salary, benefits, etc.
755	Letter of Agreement	Brief letter outlining the conditions of employment
756	Letter of Credit	Undertaking granting to pay money on stated terms
757	Letter of Inquiry	The first contact with a prospective funder
758	Letter of Recommendation	Referral usually coming from a previous employer that expresses commendation of a person as worthy

759	Letter of Resignation	Informs that smb is resigning from his/her current position
760	Letter of support	Endorsement about project's efforts from the funder
761	Letters Rogatory	Request of a judge in one jurisdiction to a court of another jurisdiction to examine a specific witness
762	Lexical	Adjective from lexis: all of the words in a language
763	Liability	State of being legally obliged and responsible
764	Libel	False publication that damages a person's reputation
765	Liber	Book of records of documents having legal effect
766	License	Legal official permission to do smth
767	Lifelong learning	Its motto: It's never too soon or too late for learning
768	Limited liability	Where the owners' liability to pay the debts of the company is limited to the value of their shares
769	Link	Active connection to another web page, etc.
770	Linux	Version of Unix OS adapted to run on PC`s
771	Listing	Making lists of words/ objects/ ideas
772	Listservs	E-mail-based discussion groups in Internet
773	Listprocs	One of the common types of E-mail discussion lists
774	Literacy	Ability to read and write
775	Literal	Actual/ dictionary meaning of a word/ term
776	Litigant	Person who is a party to a legal action
777	Litigation	Bringing/ contesting legal action in a court of law
778	Lobby	To try to influence legislators/ public officials for/ against a specific cause/ issue/ matter
779	Lobbyist	Person employed by a particular interest to lobby
780	Local Host	Computer (PC) one is working on
781	Loitering	To waste time/ to be idle
782	Logic	Correct reasoning to support claims in writing
783	Logical proof	Also called logos, proof based on reasoning
784	Log-off	To disconnect from a network in prescribed manner
785	Log-on (log-in)	To connect to a network and identify oneself
786	Logo	Graphical design of a company/ product/ service
787	Logos	Used by Aristotle for the logical appeal of a speaker
788	Logotype	Stylized lettering used in conjunction with a logo
789	Lurk	Listening in chat/ newsgroup without participating
790	Luser	User who is a loser
M		
791	MAC address	Media Access Control net address of a device
792	Mail bomb	Floods a single address with a high volume of e-mail
793	Mailer	Promotional piece of writing sent through the mail
794	Mailing list	Group of email addresses to which mailings are sent
795	Main idea	Concept/ thought of greatest importance/ influence
796	Main motion	Proposal committing a group to specific action

797	Main points	The major issues in the body of a speech/ writing
798	Mainstream	Prevailing current of thought/ influence/ activity
799	Maintenance	Activity to keep smth in good working order/ state
800	Magnification	Act of expanding smth in apparent size
801	Major premise	Generalization
802	Majordomo	One of the common types of E-mail discussion lists
803	Making associations	Making links/ connections btw two/ more objects
804	Manager	Someone who controls resources and expenditures
805	Mandamus	Writ that corrects a prior illegal action/ failure to act
806	Manipulation	Tricking / using fraud to change people's behavior
807	Manuscript	Author's copy of a non-fiction writing/ article/ etc.
808	MAPI	Message Application Programming Interface
809	Mapping competence	Ability to present/ show information in a visual representation
810	Marginalia	Notes in the margin of a book/ manuscript/ letter
811	Marginal	One at a lower/ outer limit of a social acceptability
812	Marriage	Union of man + woman to live as husband and wife
813	Mass communication	Dissemination of information through press/ radio/ television/ etc. to large, dispersed audience
814	Mass culture	Tastes/ manners disseminated via the mass media
815	Mass media	Means of public communication for large audiences
816	Match	To be exactly like// correspond exactly
817	Matching	To be well together/ possess harmonizing qualities
818	Meaning	Idea that is intended
819	Media	Plural of medium: a means of mass communication
820	Memo	Brief written proposal/ reminder
821	Memoir	An autobiographical reflection
822	Memorandum	Short written statement outlining the terms of an agreement/ transaction/ contract
823	Memory	Mental faculty of retaining/ recalling past experience
824	Message	Written/ spoken/ signaled brief communication
825	Metaphor	Language used in a figurative/ non-literal sense
826	MIME	Multipurpose Internet Mail Extensions
827	Minute book	Records of significant events in a court proceeding
828	MIS	Management Information System
829	Misrepresentation	Misleading falsehood
830	M-Learning	Mobile Learning
831	Mock	To treat with ridicule or contempt// deride
832	Model	Serving as an example to be imitated/ compared
833	Modem	Electronic device to connect PCs by a telephone line
834	Module	Self-contained component used with the others
835	Monitor	Screen to show content of an electronic transmission

836	Monitoring	Act of observing smth and keeping a record of it
837	Morals	Motivation based on ideas of right and wrong
838	Moratorium	Temporary suspension of a legal action
839	Motion	Oral/ written request to the court for a ruling/ order
840	Motivation	Desire to do/ interest/ drive
841	Motive	Reason for a certain course of action
842	Mouse	Computer attachment that allows to move the cursor and select links on computer screen
843	Movant	Party who initiates the motion
844	MP3	MPEG/Moving Picture Expert Group Audio Layer 3
845	MP4	MPEG/Moving Picture Expert Group Audio Layer 4
846	MPEG	Motion Picture Experts Group. Format to make, view, transfer both digital audio and video files
847	Multimedia	Combined use of media to manipulate data in a variety of forms, such as sound, graphics, text
848	Multimedia Presentation	Speech that uses computer software to combine several kinds of visual/ audio aids in the same talk
849	Myth	Fiction or half-truth that forms part of an ideology
850	Mythos	Basic values/ attitudes transmitted through myths
N		
851	NACS	Netware Asynchronous Communication Services
852	Name-calling	To defame/ demean/ degrade individuals/ groups
853	Naming	A thinking skill to identify objects/concepts by name
854	NAP	Network Access Point
855	Narration	Story with time/ place/ actor/ action/ cause/ manner
856	Narrative	Fiction/ nonfiction that tells a story/ series of events
857	Narrator	Person/ character that tells and explains a story
858	Native	Indigenous person born in a particular place
859	Navigate	To move from website to website online
860	Negative feedback	Responses to disconfirm the message
861	Negligence	Failure to exercise the reasonable degree of care
862	Netiquette	Short for net etiquette
863	Network	Computers interconnected to share information
864	Networking	Connections/ contacts via informal social meetings
865	News	Current / important/ interesting events/ happenings
866	Newsgroup	Specific Internet message/ discussion board/ group
867	Newswire	Electronic service to provide late-breaking news
868	NIC	Network Interface Card, e.g., an Ethernet card
869	Noise	Any interference that reduces clarity of a message
870	Nondisclosure	Not mentioning/ revealing smth
871	Norms	Average/ accepted/ general performance/ habit/ etc.
872	Note taking	Writing information in informal/ unstructured way
873	Notice	Formal announcement/ notification/ warning

874	Novel	Work of fiction consisting of 45,000 words or more
875	Novella/Novelette	Work of fiction of between 7,500 and 40,000 words
876	Nut Graf	Paragraph that contains the main point of a story
O		
877	Oath	Commitment to tell the truth esp. in a court of law
878	Object	Purpose/ aim/ goal of a specific action/ effort
879	Objective	Uninfluenced by emotions/ personal prejudices
880	Objectivity	Judgment based on external/ material reality
881	Observation	Remark expressing careful consideration
882	OEM	Original Equipment Manufacturer
883	Offer	To present for acceptance or rejection/ proffer
884	Offline	Refers to not being connected to Internet
885	On-line	To be actively connected to a network, Internet
886	Opinion	Verbal or nonverbal expression of an attitude
887	Opt In	Subscribe
888	Opt Out	Unsubscribe
889	Oral Presentation	Delivering an address to a public audience
890	Oral report	Speech presenting conclusions/ decisions in public
891	Order	Oral/ written direction of a court/ a judge
892	Originality	Quality of being new, not derived from smth.
893	Organize	To arrange in a coherent form/ systematize
894	OS	Operating System/ a program that runs on a PC
895	OSI	Open Systems Interconnect
896	Outbox	Where all of the messages that one sends are kept
897	Out Dated	Smth that is too old to be considered useful
898	Outline	Statement summarizing important points of a text
899	Outsourcing	When a company contracts with another to manage services that it needs but doesn't want to provide
890	Overqualified: to have 1 of 3 flaws	Too many years of experience, too much education, too highly paid in current/ previous job
891	Overview	General summary of a subject
P		
892	Panel discussion	Exchange of views on a topic before an audience
893	Paradigm	Way of viewing reality such as a pattern/ model
894	Paradox	Contradictory statement that may be true
895	Paragraph	Distinct subdivision of a text to separate ideas
896	Paraphrase	To put smth. into other words; restate smth.
897	Parenthesis	Pair of brackets/ commas/ dashes
898	Parody	Work that imitates smb's style in a satirical way
899	Party	Person/group acting in legal proceeding as a litigant
900	Password	Secret word/string of characters for authentication
901	PC	Personal computer
902	PDF	Adobe's Portable Document Format

903	Pen pal	Person with whom one regularly exchanges letters
904	Perjury	Act of lying/ stating falsely under the oath
905	Personal data	Information relating to an identified natural person
906	Personalize	To endow with personal/ individual qualities/ traits
907	Personification	Attribution of personality to object/ abstraction
908	Personnel	People who work for a company
909	Persuasion	Act intended to induce belief/ action
910	Petition	Request to do smth addressed to a government
911	Pharming	Hacker's attack to redirect traffic to a bogus website
912	Phishing	Online scam that uses e-mail to "fish" users' private information by imitating legitimate companies
913	Phrase	Sequence of words intended to have meaning
914	Phreaking	Unauthorized access to a telephone system/ network
915	PING	Packet Internet Groper to check Internet connection
916	Piracy	Illegally copying of software/ music/ movies, etc.
917	Pixel	One dot on a computer screen
918	Plagiarism	Presenting another person's ideas as one's own
919	Plaintiff	Party bringing an action in a court of law
920	Plan	Proposed/ tentative project/ course of action
921	Platform	Combination of hardware and operating system
922	Pleadings	Consecutive statements made by plaintiff/ defendant, prosecutor/ accused in a legal proceeding
923	Plot	The main events of a story
924	Plug-in	Accessory software/ hardware package
925	PNG	Portable Network Graphics
926	Podcast	To distribute multimedia files via net for playback
927	Point of view	Position from which someone/ smth is observed
928	Policy	Course of action with guiding principles
929	Policies	Written contract/ certificate of insurance
930	Politeness	Act of showing regard/ respect for others
931	Ponzi scheme	Fraudulent investment: initial investors/ defrauders are paid by later investors, who lose all funds
932	POP	Post Office Protocol
933	Pop Up	To appear suddenly/ unexpectedly on the screen
934	Port	Logical connection to a network
935	Portal	Gateway/ entrance to the web
936	Portfolio	Collection of documents to show a person's work
937	Portrayal	Describing a person clearly enough for recognition
938	Positivism	State/ quality of expressing certainty/ affirmation
940	Post	To leave a message on a newsgroup/ bulletin board
941	PPP	Point to Point Protocol
942	PPTP	Point to Point Tunneling Protocol
943	Practical work	Activities combining theory and general knowledge

944	Pragmatics	Scientific study of a language/ course of events
945	Pragmatism	Practical way to assess situations/ solve problems
946	Precedent	Judicial decision used as a standard for similar cases
947	Précis Writing	Form of abstraction/ summary
948	Predict	State/ make known in advance on a reasoned basis
949	Prejudice	Adverse judgment/ opinion formed beforehand/ without knowledge/ examination of the facts
950	Premise	Question/ problem that is the basic idea of a story
951	Presentation	Process of offering for consideration/ display
952	Press release	Announcement of newsworthy item to the press
953	Presumption of evidence	Assumption of innocence until having been proven guilty by the decision of a court of law
954	Preview	Advance/ preliminary view/ sight/ scanning
955	Prima facie	Latin: at first sight; before closer inspection
956	Privacy	State of being free from unsanctioned intrusion
957	Proceeding	Sequence of events at a particular place/ occasion
958	Process	Systematic series of actions leading to some result
959	Processor	Component of a PC system which manipulates data
960	Productivity	State of being productive/ efficient/ sufficient
961	Projection	Prediction based on evidences and observations
962	Promotion	Encouragement of the progress/ growth/ acceptance
963	Prompt	Performed/ executed with no delay; ready to act/ etc.
964	Proofreading	To read copy to find errors/ correct mistakes
965	Proposal	Suggestion/ offer, sometimes a written one
966	Proposition	Subject for discussion/ analysis
967	Pros and Cons	Lists of arguments for/ against certain ideas/ etc.
968	Prosecution	Institution/ conduct of those in legal proceedings
969	Prospect	Probability/ chance for future success
970	Prototype	Original instance serving as standard for later stages
971	Provocation	Act of provoking/ inciting
972	Proprietary	Owned/ protected by trademark/ patent/ copyright
973	Protocol	Standardized procedures to transmit/ store data
974	Proximity	State/ quality/ sense/ fact of being near/ next
975	Proxy	Authority to act for another, e.g. proxy-server
976	Pseudonym	Fictitious name, esp. a pen name
977	Public	Group of people sharing common interests
978	Public Domain	Status of IP to be freely used by the public
979	Public opinion	Belief/ sentiment shared by most people// consensus
980	Public relations	Promotion to create goodwill for person/ institution
981	Public speaking	Art/ practice of making speeches to large audiences
982	Publicity	Quality of being open to a public view
983	Publisher	One that is engaged in publishing printed material
984	Publishing	Business of printing materials for sale/ distribution

985	Purpose	Result/ effect that is intended/ desired// intention
Q		
986	Qualifications	Quality/ ability/ accomplishment that makes a person suitable for a particular position/ task
987	Quality	Degree/ standard of excellence, esp. a high standard
988	Query	Request for information about a certain topic
989	Quotations	Explicit reference/ allusion to a well-known work
990	Quiz	Puzzle where players attempt to answer questions
991	Quote	To repeat smth that another person has said/ written
R		
992	Racism	Discrimination/ prejudice based on race
993	RADSL	Rate Adaptive Digital Subscriber Line
994	RAID	Redundant Arrays of Independent Disks
995	RAM	Random Access Memory
996	Rambling	Writing not clearly organized/ failing to reach goals
997	Rank	Hierarchy order due to importance/ success/ size
998	Range	Difference btw the smallest and largest values
999	Rapport	Ability to establish good relationships with people
1000	Ratification	Giving authority to an act that has been done
1001	Real Time	Processing of data at the moment it is received
1002	Realistic Story	Made up stories that could be true
1003	Reason	Basis/ motive for an action/ decision/ conviction
1004	Reasoning	Drawing a conclusion on the basis of evidence
1005	Reboot	To restart a computer
1006	Recency	The latest information that can be provided
1007	Recipient	End user who gets the e-mail from the sender
1008	Recruit	Process of looking for new employees to hire
1009	Recto	In a double-sided file, an even-numbered page
1010	Redaction	Documents made public by courts, information is to be edited out to protect the identity of a witness
1011	Redundancy	Use of duplicative/ useless wording, tautology
1012	Reengineering	Rethinking/ redesign for better performance
1013	Referee	Official with judicial powers for specific purposes
1014	References	Notes referring to another passage/ source
1015	Reference List	Simply a listing – with key contact information
1016	Reference work	Large amount of information for easy access
1017	Referencing word	Word that refers to another person, place, etc.
1018	Reflection	Remark expressing careful consideration
1019	Refresh	To give new freshness/ brightness to// to restore
1020	Regional networks	Networks within a limited geographical area
1021	Register	Volume of standard records/ data/ documents
1022	Registry	Database that is stored for setup of OS
1023	Regulations	Rules/principles/codes/statutes/laws

1024	Reliability	The quality of being dependable/ reliable
1025	Reliable	Being relied on/ dependable/ trustworthy.
1026	Remedy	Act of correcting an error/ fault/ evil
1027	Reminiscence	Act of remembering past events and experiences
1028	Reparations	Payment (punitive) for harm/ damage
1029	Repetition	When you do/ say something again
1030	Reply	Response made in a form of speech/ writing
1031	Report	Written document describing the findings
1032	Repository	Storage facility for safekeeping of records
1033	Reprint	To make a new copy/ edition of// to print again
1034	Repudiation	Rejecting/ disowning/ disclaiming smth. as invalid
1035	Reputation	General public estimation of a person
1036	Requirement	Smth. that is needed/ requested// condition
1037	Research	Scholarly/ scientific investigation/ inquiry
1038	Research skills	Strategies/ tools to access and evaluate information
1039	Resolution	Course of action determined/ decided on
1040	Resource	Objects/person/location to provide information with
1041	Response	Oral/ written reply/ reaction to communication
1042	Respondent	Person who communicates with the others
1043	Resume	Short descriptive summary of events
1044	Resume letter	Combines a cover letter with a resume
1045	Retire	To end employment/ leave work because of age
1046	Review	To look over/ study/ examine again
1047	Revise	To reconsider and change/ modify
1048	Revision	Corrected/ new version of a book, article, etc.
1049	RGB	Short for 3 colors: red/ green/ blue used on web page
1050	Rhetoric	Art of using speech to persuade/ influence smb./ etc.
1051	Right	Legally/ morally good/ acceptable/allowed to do it
1052	Ritual	Set of actions performed for symbolic values
1053	ROM	Read-Only Memory
1054	Root kit	Loading undetectable soft with stealth capabilities
1055	Rough Draft	The first organized version of a document/ work
1056	Router	Special computer used to link dissimilar networks
1057	Royalties	Fixed payment for the right to use someone`s IP
1058	Rubric	Any heading, title, etc., as of a chapter or section
1059	Rules	Authoritative regulation for action, conduct, etc.
1060	Rumors	Unverified information of uncertain origin
S		
1061	Sample	Illustration// example
1062	SAN	Storage Area Network
1063	Sanction	Penalty for violation of the law's provisions
1064	SASE	Self-Addressed Stamped Envelope
1065	SATA	Serial Advanced Technology Attachment

1066	Satire	Irony/ sarcasm/ caustic/ wit used to attack stupidity
1067	Scan	To reproduce an image by a scanner device
1068	Screen	Part of a monitor where images appear
1069	Script	Simple program in a utility/application's language
1070	Scroll	Moving up/ down on a specific page on the screen
1071	Search engine	Utility that searches the Internet for selected terms
1072	Security	Establishment/ use of some kind of protection
1073	Segmenting	Dividing a process into parts in order to describe
1074	Self-actualization	Fulfillment of one's potential as a person
1075	Self-assessment	Evaluation of one's own abilities and failings
1076	Self-awareness	Including one's traits, feelings, and behavior
1077	Semicolon (;)	Punctuation symbol to separate sentence elements
1078	Sensitive data	Can be read/ processed by a specified program
1079	SEO	Search Engine Optimization
1080	Sequence	Order of succession// arrangement
1081	Sequester	To remove/ set apart/ segregate
1082	Serial	Publication that appears periodically/ magazines
1083	Server	Supplies data/ resources to machines on a network
1084	Service contract	Usually given to directors/ officers of a company
1085	Sexism	Discriminative actions/ attitudes based on gender
1086	Sexist language	Use of masculine words to refer to both sexes
1087	Sexual harassment	Unwelcome repeated behavior of a sexual nature
1088	Shared Stories	Personal stories shared to explore values/ results
1089	Shareholder	Owner of one/ more shares in a company
1090	Shareware	Software available free of charge on a trial basis
1091	SIM card	Subscriber Identity Module card in mobile phones
1092	Similarity	Quality/ condition of being similar// resemblance
1093	Site	Internet location where information relating to a specific subject can be accessed (URL)
1094	Skill	Ability that has been acquired by training
1095	Skim	Reading/ glancing through quickly
1096	Skype	User program to make voice calls over Internet
1097	Slam, slamming	Switching of someone's telephone number to a long-distance-calls service without permission
1098	Slander	Malicious spoken report injurious to reputation
1099	Slang	Informal words/phrases for casual conversation
1100	Slide	One single frame in a PowerPoint presentation
1101	SLIP	Serial Line Interface Protocol
1102	Slug Line	Tag for a story in a newspaper/ magazine
1103	Smart Card	Contains a microprocessor (chip) for computing
1104	SMS/MMS	Short Message Service/Multimedia Message Service
1105	SMTP	Simple Mail Transfer Protocol
1106	Snail mail	Slang Internet term for ordinary post/ mail

1107	Sniffer	Person/ utility tracing data transfers in the Internet
1108	Social Networking	Online social networks for those sharing interests
1109	Software	Computer programs and related data
1110	Spam	Unwanted e-mail from someone you don't know
1111	Spamming	Abuse of e-mail system by unsolicited messages
1112	Speech	Expression of language through the spoken word
1113	Speech writing	Composing speeches to be read by another
1114	Spider	Performs recursive searches in the Internet
1115	Spim (Spimming)	Spam sent by instant messaging (IM)
1116	Spoofing	Impersonating person in the Internet/ via email
1117	Spooling	Storing/sending data to damage printer operation
1118	Spyware	Malicious software: it secretly gathers information
1119	SQL	Structured Query Language
1120	SSL	Secure Sockets Layer
1121	Statement	Formally prepared announcement/ reply
1122	Story	Narration of a chain of events told/ written
1123	Strategy	Particular long-term plan for success
1124	Street language	Highly informal words/ phrases
1125	Stress	Emphasis/ accent to a syllable in pronunciation
1126	Style	Manner in which smth is expressed/ performed
1127	Subject	Main topic in a sentence/ paragraph/ essay/ book
1128	Subpoena	Order issued by a court to attend it/give testimony
1129	Suit	Any legal action or proceeding
1130	Summarize	To make a summary/ express smth. concisely
1131	Summary	Presentation of the main idea in a condensed form
1132	Summons	Official order requiring a person to attend a court
1133	Surf	To explore the net without any specific purpose
1134	Survey	Any general/ comprehensive view
1135	SVG	Scalable Vector Graphics
1136	Symbol	Printed/ written sign to represent smth else
1137	Symbolism	Use of symbols to represent concrete ideas, etc.
1138	Symposium	Conference/ meeting for discussion of some topic
1139	Synchronous communication	Online real-time communication regardless of time zones/ destination/ location of Internet users
1140	Synonyms	Words having the same/ almost the same meaning
1141	System administrator	Who manages and maintains computer systems
T		
1142	Tabloid	Small newspaper with news in condensed form
1143	Tag	Label assigned to identify data in memory
1144	Tall Tales	Stories that really exaggerate a supernatural hero
1145	Targeted resume	Customized for a specific employment position

1146	Task	In computing, a program execution context
1147	Taste	Any learned admiration for things of beauty
1148	Tautology	Needless repetition of the same in different words
1149	TCP/IP	Transmission Control Protocol/Internet Protocol
1150	Team	Any group organized to work together
1151	Technophile	Literally, a lover of technology
1152	Technophobia	Literally, the fear of technology
1153	Telnet	One of the TCP/IP Protocols
1154	Template	Document/ file having a preset format; a pattern
1155	Terminal	Computer screen
1156	Terminate	To bring to an end/ halt
1157	Term	Word/ expression used for a particular subject
1158	Terms	Conditions of an agreement/ arrangement/ activity
1159	Testimony	Declaration by a witness under oath before a court
1160	Text	Original words of something written or printed
1161	Textbook	Manual of instruction in any branch of study
1162	Thank You Letters	Expressing appreciation to another in writing
1163	Thank-you note	Short letter of appreciation
1164	Theme	Central meaning/ dominant idea in a literary work
1165	Theory	System of assumptions used to produce a result
1166	Thesaurus	Reference book of words with their meanings
1167	Thesis	Dissertation resulting from the original research
1168	Thread	Series of messages on a single topic
1169	Thumbnail	Small image of file to link to a full-size version
1170	Time management	Practices followed to make better use of the time
1171	Toast	Short speech of tribute at celebrations/ meetings
1172	Topic	Subject of a speech or what the text is about
1173	Topic words	Words that are specific to a topic discussed
1174	Trademark	Distinctive sign of a company to identify its origin
1175	Trade Name	Commercial name a business trades under
1176	Training	Process where a person learns a particular skill
1177	Training manual	Booklet of instructions to improve the skills
1178	Transaction	Record of business at a meeting/ proceedings
1179	Transcript	Official record of proceedings in a trial/ hearings
1180	Transferable Skills	Skills applicable to a variety of needs
1181	Trespass	Intrusion in or infringement on another/property
1182	Trial	Judicial examination of issues in a court of law
1183	Trojan Horse	Destructive program masquerading as a harmless
1184	Troll (in the net)	To post outrageous messages to bait to answer
1185	Trustworthy	Worthy of confidence
1186	Tutorial	Resource for special or individual instruction
U		
1187	UCE	Unsolicited Commercial e-mail (also Spam)

1188	Underqualified	Lacking suitable qualifications for a particular job
1189	Unix	Trademark for a powerful operating system
1190	Upload	To transfer files from user`s computer to a server
1191	URI	Universal Resource Identifier
1192	URL	Uniform Resource Locator
1193	URN	Uniform Resource Name
1194	USB	Universal Serial Bus
1195	USENET	Worldwide bulletin board
1196	Usenet Newsgroups	Discussion groups on a topic reflected in its title
1197	User	Anyone using an IT/ telecommunication system
1198	User friendly	Simple to set up, run and use
1199	Utility Program	It runs on the OS to perform a specific service
1200	Utterance	Statement concerning one's own personality
V		
1201	Vacancies	Positions being unoccupied; open positions
1202	Valid	Having legal force; effective or binding; rigorous
1203	Validity Claim	Claiming to have made a correct statement
1204	Value(s)	Underlying principles/standards of desirable/ideal
1205	Variability	Quality, state, or degree of being changeable
1206	Vector graphics	Line-based graphics
1207	Venire	Writ summoning persons to court to act as jurors
1208	Veracity effect	Assumption that messages are truthful
1209	Verba (Latin)	Part of an argument to advance the subject matter
1210	Verbal codes	Symbols and their grammatical arrangement
1211	Verbal communication	Transmission of messages using words, in written/ spoken way
1212	Verbatim	Using exact words of a source; word for word
1213	Verdict	Determination of a jury brought/based on the facts
1214	Verification	Confirmation of correctness/ truth/ authenticity
1215	Verso	Odd-numbered page
1216	Video conference	Discussion using video, transmitted via Internet
1217	VLE	Virtual learning environment
1218	VPN	Virtual Private Network
1219	Virtual reality	Computer simulation of a real or imaginary world
1220	Virus	Program that duplicates itself in a harmful manner to normal computer use when activated
1221	Visual aids	Any item seen by students to reinforce a message
1222	Visual Information	Information accessed through visual means
1223	Vitae	Possessive form of vita, which means life
1224	Vivid language	Words selected to appeal to the senses
1225	Vocabulary	Words one can understand and use correctly
1226	Voice mail	Message left on a phone answering service

1227	Void contract	One that cannot be performed or completed at all
1228	VOIP	Voice Over IP
1229	Voir Dire	Questioning of prospective jurors by attorneys
1230	Volume	The loudness or softness of a person's voice
1231	Volunteering	Offering your services/help free of charge
1232	Vowels	The letters in the alphabet: a, e, i, o, u. Also - y.
W		
1233	W3C	Short for the World Wide Web Consortium
1234	WAN	Wide Area Network
1235	WAP	Wireless Application Protocol
1236	WareZ (Warez)	Pirated or illegally distributed software
1237	Warning note	Used in manuals warning about possible harm
1238	Warrant	Written order for arrest issued by an authority
1239	Warranties	Written assurance that some product/service will be provided/ meet certain specifications
1240	Watermark	Faint image ingrained in a quality-stock paper
1241	Web (webbing)	Type of graphic organizer used to record ideas
1242	Web 2.0	2 nd generation of Web design: blogs, podcasts, etc.
1243	Web-Based Chat	Where users can have real-time conversations
1244	Web-based e-mail	To send and receive e-mail using only a browser
1245	Web-based Instant messaging	Instant-messaging technology that works in Web sites, as opposed to commercial online services
1246	Weblog	Publicly accessible personal journal shared in 3W
1247	Web browser	Tool for viewing pages on the WWW (3W)
1248	Web Cam	Camera connected to internet to stream video
1249	Web design	Design and production of websites
1250	Webmaster	Person in charge of creation/ maintenance of website
1251	Website	Collection of web pages and information
1252	Web Client	Computer using a web browser
1253	Web page	Document designed for viewing in a web browser
1254	Web page writing	Writing the content of web pages
1255	Web resume	Electronic resume posted on a personal Web site
1256	Web Server	Supplies data/ resources to machines on a network
1257	Well-rounded	To have many different skills/ interests/ abilities
1258	Whistle-blowing	Insiders revealing to the media improper practices in the company they work in to improve situation
1259	White list	List of 'good' email addresses or Web sites
1260	White Papers	Users` Guide on particular hardware or software
1261	White Space	Areas of the page with nothing on them
1262	Wi-fi	Short for wireless fidelity, a wireless Ethernet
1263	Wikipedia	Free encyclopedia that anyone can edit
1264	Window	Enclosed rectangular space on a computer screen
1265	Windows	Global Information Infrastructure by Microsoft

1266	WMP	Windows Media Player
1267	Wisdom	Ability to make correct judgments and decisions
1268	Witness	Testifies to what he/she has seen, heard, observed
1269	Word length	Number of words required for essay/ thesis/ report
1270	Work Abroad	Gaining international work experiences
1271	Work history	Applicant's record of previous jobs or experience
1272	Workaholism	Where and when work becomes all-consuming
1273	Workgroup	Persons sharing files/ data between themselves
1274	Working outline	Plan or pattern of a speech's major parts
1275	Works cited	Form of bibliography at the end of a book
1276	Workshop	Brief intensive course emphasizing interaction
1277	Workstation	Computer attached to the Internet
1278	Work team	Group responsible for the whole work process
1279	World knowledge	Understanding of the world around us
1280	WWW	World Wide Web that links together all websites
1281	Worm	Self-replicating malicious program
1282	WPA	Wi-Fi Protected Access
1283	WPG	Word Perfect Graphics
1284	Writ	Order requiring smth./ giving authority to smb.
1285	Write-up	Article in a magazine/ newspaper
1286	Writing proposals	Smth. offered in a written form
1287	Written communication	Exchange of messages/ thoughts/ information by means of writing
1288	WYSIWYG application	Short for "what you see is what you get" – it enables to see on the screen exactly what is printed
X		
1289	Xenophobia	Hatred of people as different and foreign
1290	XHTML	Extensible Hypertext Markup Language
1291	XML	Extensible Markup Language
1292	XSLT	Extensible Style Sheet Language Transformation
Y		
1293	Yahoo!	The Internet's leading search engines/ Web portal
1294	YouTube	Video sharing website owned by Google
Z		
1295	Zapping	Use of remote control to switch channels in order to avoid watching commercials
1296	Zip	Method of file compression and file extension
1297	Zip File	File that has been compressed
1298	Zombie (form of Botnet)	Computer brought under remote control without the user's knowledge/consent by means of a virus
1299	Zoned edition	Newspaper with pages for specific geographic areas
1300	Zulu Time = GMT Greenwich Meridian Time	Time standard used in global satellite systems such as INTELSAT and INMARSAT to achieve global synchronization



Answers and Solutions –
to some exercises and tasks causing confusion:

p. 11 Ex. A: 1-h; 2-e; 3-a; 4-o; 5-c; 6-d; 7-b; 8-n; 9-f; 10-g; 11- I; 12-k; 13-l; 14-m; 15-j.

p. 13 Ex. C: 1-switch to; 2-Web; 3- Internet; 4-download; 5-messages; 6-replies; 7-e-mail address; 8-e-mails; 9-web browser; 10-computer; 11-service provider; 12- back up; 13-update; 14-software; 15-search; 16-attachments; 17-account details; 18-online; 19- providers; 20-Gmail.

p. 21 Ex.B: 1-etiquette; 2-vitally; 3-highlights; 4-hyperlink; 5-proofreading; 6-emphasize; 7-communication; 8-headlines; 9-layout; 10-attachment; 11-receivers; 12-fonts or colors; 13-concealed; 14-keyboard; 15- discretion; 16-blocked; 17-dramatically; 18-HTML; 19-wrong message; 20-key point

pp. 22-23 Ex. C: a-E; b-M; c-U; d-L; e-I; f-A; g-K; h-C; i-B; j-F; k-D; l-W; m-G; n-X; o-S; p-Y; q-Z; r-J; s-H; t-V; u-O; v-N; w-R; x-Q; y-T; z-P.

p. 24 Ex. D: 1-c; 2-c; 3-b; 4-b; 5-b; 6-a; 7-b; 8-a; 9-b.

pp. 29-30 Ex. A: 1-tips; 2-personal; 3-proponents; 4-spam; 5-uppercase; 6-deleted; 7-confidentiality; 8-embarrassing; 9-position of responsibility; 10-target; 11-environment; 12-enable; 13-purposes; 14-relevant; 15-communicate; 16-signature; 17-boring; 18-raw; 19-enhance

pp. 34-35 Ex. D: Sample1 – 1-3; 2-1; 3-6; 4-2; 5-5; 6-4// Sample2 – 1-5; 2-2; 3-7; 4-6; 5-3; 6-4; 7-1.

p. 41 (Puzzle 1):

Short for "World Wide Web" **WEB**

Who uses a computer or Internet service **USER**

A logical or causal connection **LINK**

A series of web pages on the WWW **SITE**

Website that enables users to share opinions **BLOG**

Real-time informal conversation in Internet **CHAT**

Publicize or publicly display a consideration **POST**

Unwanted or junk e-mail **SPAM**

A self-replicating Malware computer program **WORM**

Identification of the user due to credentials **LOGIN**

Harmful software that leaves copies of itself **VIRUS**

A server with faster access to cached content **PROXY**

An established line, path or access to Internet **ROUTE**

The right to operate with computer database **ACCESS**

Who breaks into computer systems to damage **HACKER**

It masquerades as a legitimate application//file **TROJAN**

An icon to represent a participant in chats **AVATAR**

Who illegally removes software protection **CRACKER**

Main topic or cause for e-mail message **SUBJECT**

The code to identify the exact location **ADDRESS**

It is used as a model to make other objects **TEMPLATE**

A programmable machine operating with data **COMPUTER**
 A global network of computer networks **INTERNET**
 A secret word or code for authentication **PASSWORD**
 To save digital information from a network **DOWNLOAD**
 Written programs or digitally stored data **SOFTWARE**
 A set of keys used to operate a computer, etc. **KEYBOARD**
 Real-time direct text-based communication **MESSENGER**
 A person who receives messages **RECIPIENT**
 A person's information identified with him **SIGNATURE**
 Software which is free of charge for trial use **SHAREWARE**
 The electronic medium of computer networks **CYBERSPACE**
 Crimes perpetrated over the Internet **CYBERCRIME**
 A system of exchanging of information **COMMUNICATION**
 One who manages computer system // content **ADMINISTRATOR**

pp. 45-46 Ex. : L1: 1-6; 2-1; 3-5; 4-2; 5-3; 6-4// L2: 1-5; 2-4; 3-1; 4-2; 5-6; 6-3.

pp. 49-50 Ex. C:

I am sorry to inform you that... F
 phrasal verbs I
 I am very grateful for... F
 Why don't we... I
 I will not be able to attend the... F
 idioms and slang I
 contracted verb forms like we've, I'm, etc. I
 Give my regards to... F
 I look forward to hearing from you... F
 Let me know as soon as... I
 short sentences I Dear Tom, I
 Dear Ms Smith, F
 Best wishes, I
 Yours faithfully, F
 I'm really sorry I... I
 Unfortunately, we will have to postpone... F
 We had a little bit of luck... I
 Our computers are used for a variety... F
 I use my pencil sharper for... I
 polite phrases F
 fewer passive verb forms I

p. 50 Ex. D:

That reminds me,... E
 Why don't we... H
 I'd better get going... A
 Thanks for your letter... C
 Please let me know... J
 I'm really sorry... B
 Love, G

Could you do something for me? F

Write soon... I

Did you know that.. K

I'm happy to hear that... to finish the letter 3

to apologize 6

to thank the person for writing 4

to share your happiness with something the other person has told you 11

to change the subject 1

to ask a favor 8

before signing the letter 7

to suggest or invite 2

to ask for a return letter 9

to ask for a response 5

to share some information 10

p. 58 Ex. B:

Hi Jen,
 I'm writing this letter because I really need your help. You're the only person who knows me well enough to give me a reference for a course I want to do.
 I saw an advert in a paper recently offering a free journalism course to successful applicants. I sent in an article I wrote for the student newspaper, you know, the one about legalizing drugs? Anyway, they really liked it, but as there are only five places they want a reference as well. I haven't given them your name yet, as I expect this would be the first reference you've been asked to give. Is it OK if I send them your phone number? I think they want to phone so they can have a proper conversation with you and really check me out.
 I know it's been a while but if you could do it'd really help me out. I've got a new phone number, 09957 234 563, so you can get me on that, and my address is still the same.
 Hope to hear from you soon.
 Regards, Patrick
 Sentence number 7 is very formal and does not relate to the content of the letter.

p. 63-65 Ex. B: Sample1: 1-4; 2-8; 3-7; 4-3; 5-5; 6-2; 7-6; 8-1// Sample2: 1-6; 2-2; 3-3; 4-6; 5-4; 6-8; 7-1; 8-5

pp.65-66 Ex. C:

Nº	Expression, action or wording	Do	Don't
1	Send your letter within a reasonably short time	√	
2	Saying thank you generally is sufficient	√	
3	Encourage to take a desired action by thanking them		√
4	Include other news or requests		√
5	Better late than never but it`s better never be late	√	
6	Request for additional information or assistance		√
7	Send a thank you note for each gift	√	
8	Name the gift/favor specifically and early in the note	√	
9	Mail your card, note or letter right away	√	

10	Handwrite your personalized card, note or letter	√	
11	It's the right thing not to thank people, never mind!		√
12	Always lie about how you feel about the gift/ favor		√
13	Use the word "I" more than the word "you"		√
14	Express the significance of the gift or favor to you	√	
15	Always let convenience interfere with sincerity		√
16	We want something else from the person we write to		√
17	A letter of appreciation can be sent to only one person	√	
18	If you don't like the gift tell that directly		√
19	Mention the amount of a monetary gift specifically		√
20	Just e-mail if the gift is routine/ of no primary concern		√
21	Send a group thank you letter		√
22	Give a general compliment: everyone was so generous		√
23	Conclude with a goodwill statement	√	
24	Thank in advance in your complimentary close		√
25	Building/reaffirming relationship is a primary objective	√	
26	Write only if your feelings are positive	√	
27	Never specifically compliment the sender		√
28	A belated note seems more sincere than a timely one		√

p. 70 Ex. A: 1-h; 2-o; 3-l; 4-s; 5- j; 6-q; 7-v; 8-a; 9-t; 10-m; 11-p; 12-x; 13-r; 14-b; 15-k; 16-n; 17-f; 18-g; 19-y; 20-z; 21-e; 22-d; 23-c; 24-i; 25- u; 26-w.

p. 71 Ex. B: 1-g; 2-j; 3- n; 4-o; 5-a; 6- 7-i; 8-k; 9-e; 10-r; 11-m;12-p; 13-c; 14-h; 15-v; 16-b; 17-u; 18-s; 19-w; 20-d; 21-x; 22-f; 23-q; 24-l.

p. 73 Ex.D:

Nº	Expression, action or wording	Do	Don't
1	Cause your partner not to trust you writing fake stories		√
2	Make your letters long and boring to death		√
3	Write directly how you dislike her/his family members		√
4	Ask her/him to send you frank photos of her/his friends		√
5	Make a list of priorities on criteria of your partner		√
6	Ask intimate questions, talk about sexuality		√
7	Tell her/him how you feel about her/him	√	
8	Point out what you liked about her/him as a partner	√	
9	Send postcards, small gifts, unusual letters, poems, etc.	√	
10	Make your communication exciting and memorable	√	
11	Show your financial stability	√	
12	Use too strong emotional words so as to affect		√
13	Send frank photos of yourself in your first letter		√
14	Make your communication special and unique	√	
15	Use the word "I" more often than the words "you" or "we"		√
16	Be realistic in your expectations	√	
17	Share excessive details about previous love affairs		√
18	Share your expectations of your partner for life	√	

19	Provide clarity for both of you as for your relationship	√	
20	Emphasize that only good look matters to you		√
21	Mention that you are not looking for serious relations		√
22	Ask questions about her/his life, show interest	√	
23	Emphasize her/his human qualities, brains, etc.	√	
24	Talk about common interests	√	
25	Be honest and do not write lies about yourself	√	
26	Brag about your wealth to impress deeply		√
27	Compliment her/his character	√	
28	Go overboard with compliments		√
29	Always compare her/him with your exs		√
30	Talk about things that are important only for you		√
31	Write sensitive and personal things	√	
32	Regret you can't move on from your ex relationships		√
33	Maintain your relations only via mail, no eye contact		√
34	Try to be endearing and sweet	√	
35	Heart-shaped letters are better than chocolates and diamonds		√

p. 77-79 Ex. A:

Sample 1. This is Congratulations Letter to a co-worker (more formal)

Sample 2. Congratulations to a new business

Sample 3. Congratulation letter to your neighbor who has won an election as the Member of Local Administration

Sample 4. Congratulation letter to a youngster who has been admitted to Cambridge University

Sample 5. Congratulation letter to a friend who has just become a father for the first time

Sample 6. Congratulations to new owners

Sample 7. Congratulation letter to a Senior – your uncle who has been appointed as a high court judge

p. 80 Ex.B:

Nº	Words and expressions	Y	N
1	Let the Easter spirit shine upon you and light your days with happiness.	√	
2	Poor Mary! Welcome to your First Baby!		√
3	Roses are Red and so is your face! Happy Valentine!		√
4	I'm sending this card for the reason of pure politeness.		√
5	Don't Hurry Up to Get Better ~ Doctor's Orders!		√
6	Hold memories as well as hopes for future years with much more dreams to come true!	√	
7	Congratulations on a great accomplishment!	√	
8	Have a frightfully good Holiday season!		√
9	Just a little wish that you will survive after your Birthday!		√
10	All right, you did it! Congratulations!	√	

11	May all the good things in life abound all year round!	√	
12	My congrats on the New Year, though I cannot forecast what the New Year will bring to you. Have fun!		√
13	Are you wondering why I sent you this card?		√
14	You're another year old today! Our thoughts are with you during your time of sorrow. Happy Birthday!		√
15	Finally! You retired! Congratulations!		√
16	Much love, health and happiness in your life together!	√	
17	What else can I say but, "Life is full of troubles"!		√
18	Put another candle on your birthday cake, you're another year old today! Let it burn out as your miserable life did!		√
19	Congratulations, you deserve all the best way to retire!	√	
20	May peace and happiness be with you on your Birthday!	√	
21	Life is so nice so I can't imagine sharing it even with you!		√
22	I wish you to finally improve your Health if possible!		√
23	After all those fake years of friendship, you're still regarded as my best friend. Happy Anniversary!		√
24	Wishing you the craziest Holidays ever!		√
25	Wishing two wonderful people a happy life together for at least two months, Congratulations!		√

p. 91 Ex. B:

Nº	Words and expressions	F	I
1	"Mr. and Mrs. Jones request the pleasure of (name's) company to celebrate the wedding of their daughter Rebecca."	√	
2	Our good friend Jerry is turning the big 5-0! We're throwing a party, and you're invited to show.		√
3	"Please come to our party on..."		√
4	"Thanks for your invitation. I'd love to come."		√
5	"We would be delighted if you could attend the opening ceremony of..."	√	
6	"Please respond on or before (Date)"	√	
7	"I'm having a birthday pajama party Come on, lets celebrate!"		√
8	"Can you make a meeting at 3pm..."		√
9	"Wishing you every success with the (name of event)."	√	
10	"We would consider it a blessing if you could be present at the marriage of our son Tommy and Lesley Smith..."	√	
11	"Thank you for your invitation to the opening ceremony."	√	
12	"Welcome aboard."		√
13	"I'm sorry, but I'm not going to be able to make it on..."		√
14	"Would you like to come to dinner on...?"		√
15	"Mom can't wait to share her joys, while Dad - his toys."		√
16	"Shh! It's a surprise party! Please join us in celebrating Holly Roberts 30th birthday"		√
17	"I'm free to come and make the meeting at..."		√

18	"Thank you for your invitation to Rebecca's wedding. We would be delighted to attend."	√	
19	"Thank you for your invitation, but I'm sorry I can't come."		√
20	"Due to a prior commitment, I will not be able to attend..."	√	
21	"A Christmas angel has arrived! Come and have fun with us!"		√
22	"I wish to express my deep gratitude to you for your invitation"	√	
23	"Steer clear! Brianna's got a license to drive! Come celebrate her sweet sixteen."		√
24	"Join us on the beautiful beach of Jamaica to celebrate the marriage of our daughter Jennifer and Daniel Kennedy."		√
25	"Thank you for inviting me to dinner. I'm looking forward to it very much."		√

p. 96 – Puzzle 2:

A liquid to produce texts **INK**
An implement for writing **PEN**
A strong positive affection **LOVE**
A short unit of language **WORD**
A medium of expression **VOICE**
A brief informal letter – (pl) **NOTES**
To express gratitude to smb. **THANK**
A small adhesive token **STAMP**
Informal language of a group **SLANG**
A way of expressing smth. **STYLE**
A sense of loss and longing **REGRET**
An arrangement or a plan **LAYOUT**
Abilities acquired by training **SKILLS**
Who transmits a message **SENDER**
Established requirements **FORMAL**
Repeated/perceptual structure **PATTERN**
Leisure time away from work **HOLIDAY**
Celebration of a marriage **WEDDING**
Who you regard with trust – (pl) **FRIENDS**
To show reaction to smth. **RESPOND**
A flat container for a letter **ENVELOPE**
A figurative/ non-literal sense **METAPHOR**
Not official, friendly/ relaxed **INFORMAL**
Disposition/ values to act **ATTITUDE**
System of spoken sounds **LANGUAGE**
An inherited custom/ practice **TRADITION**
Rules of acceptable behavior **ETIQUETTE**
Functioning as a receiver **RECIPIENT**
Related by blood or marriage **RELATIVES**
The questioning of a person **INTERVIEW**
A request to participate **INVITATION**

Necessity or demand to act **REQUIREMENT**

Overstatement of smth. **EXAGGERATION**

Conveying of information **COMMUNICATION**

Celebration of smb`s fortune **CONGRATULATION**

p. 99 Ex. A: a-1; b-3; c-1; d-2; e-2; f-2; g-2; h-3; i-2; j-3; k-2; l-2; m-2; n-3; o-1

p. 104 Ex. E :

1)-k; 2)-h; 3)-f; 4)-m; 5)-l; 6)-a; 7)-c; 8)-d; 9)-j; 10)- b; 11)-g; 12)-e; 13)-i.

p. 112 Ex. A:

1-e; 2-k; 3-h; 4-5-m; 6-q; 7-t; 8-b; i; 9-w; 10-s; 11-v; 12-p; 13-o; 14-u; 15-c; 16-a; 17-n; 18-l; 19-j; 20-f; 21-r; 22-d; 23-g.

p. 114 Ex.C: a) -2; b)-3; c)-1; d)-2; e)-2; f)-2; g)-1; h)-1; i)-2

pp. 127-128 Ex. A:

1. misguided; 2. alternative; 3. identify; 4. potential; application process; 5. highly qualified; provide; competitive; 6. openings; relevant skills; 7. complements; 8. daunting; 9. duplicate; transmission; 10. recommendation; employment; 11. grabs; 12. generic; 13. tough; 14. worth reading

p. 128 Ex. B: a-2; b-3; c-3; d-1; e-3; f-2

pp. 128-129 Ex. C:

1-response; 2- paralegal; 3-magazine; 4-success; 5-ideal; 6-candidate; 7- position; 8- skills; 9-qualification; 10-utilizing; 11- research; 12-work; 13-experience; 14-achieve; 15 - targets; 16-regular; 17- consider; 18-resume; 19-discuss; 20-interview; 21-e-mail; 22-call; 23-number; 24- contact; 25- letter.

pp. 139-140 Ex. A:

1. presentation; 2. key points; 3. business-like; 4. advertising; 5. acceptable; 6. chronological; sequence; 7. brevity; indicate; competence; 8. showcase; 9. verbose; resume; 10. complementary; 11. hectic; stress-inducing; etiquette 12. deadlines; 13. submits; concise; snapshot; recruiting; 14. outline; completeness

pp. 150-152 Ex. H:

ATTORNEY ASSISTANT EXAMPLE RESUME

Jack Trout

897, East-end Street,

Ohio, MA 89765,

(098)-896 -1111

Career Goal:

To secure a productive career as the Attorney General; wherein I will get to utilize my professional expertise and experience

Summary of skills:

Extensive knowledge of legal procedures and criminal laws

Ability to interact with a network of people from all parts of society

Good negotiation and convincing skills

Knowledge of various computing systems

Persuasive and effective communication ability

Professional Experience:

Worked as the Assistant Attorney General of Criminal Bureau at the Office of The Attorney General for the State of Texas from 2004 till 2010.

Research of different criminal laws on society reforms.
Communicated effective reforms and strategies in various Staff meetings.
Involved in the needs assessment, strategy planning, and community analysis and the final reporting.
Provide prosecution for various criminal cases regarding corporate fraud and governance.
Carry out powerful educational reforms in order to curb juvenile criminal tendencies.
Advised government clients on aspects of criminal law.
Supervised the drafting of motions, complaints, and discharge petitions for clients.
Devote weekends to advise clients at the Texas Central Destitute Center.
Worked as the Special Assistant District Attorney of Texas from 2002 to 2004
Provided the required legal proceedings at various level courts.
Interviewed and noted down evidence of victims and witnesses respectively.
Prepared the legal documentation and organized information for court appearances as per the state legal procedures.
Assisted the Chief Attorneys during various different kinds of trials.
Conducted various prosecutions based on various criminal aspects such as murder and child abuse.
Worked as the Attorney for the Jim Large and Sons Law Firm in Texas from 2000-2002
Initiated and executed various civil and criminal cases at the district and superior court levels.
Researched and drafted various robust strategies on criminal law and procedural issues.
Interviewed clients of the firm and made recordings. Further, documented what they said.
Argued bail requisites in several state district courts.
Negotiated the clients' plea and bail agreements for defendants accused of various crimes.
Attended criminal trials and hearings along with the Chief Attorney.

Educational Background:
Masters Degree in Criminal Law from the Texas Law University in 2001.
A Bachelors Law Degree from the Illinois Law University in 2000.
A Bachelor of Arts Degree from Illinois University, Illinois in 1998. Majored in Political Science and International Relationships.

Professional Affiliation:
Achieved the required Professional affiliation from the Attorneys' Association of the State of Texas in 2003.

Computer Programming Skills:
Office Packages: Microsoft Word, Microsoft Excel and Microsoft PowerPoint.
Operating Systems: Windows XP, Windows Vista, Windows 7, Linux and MS DOS.

p. 153 Ex. I:

The reasons of writing	What kind of letter to write?
1) to convince by low prices	a) A Quotation letter
2) to notice payments	b) A Collection Letter
3) to request	c) A Letter of Request
4) to express thanks	d) A Letter of Appreciation/Thank You Letter
5) to remind	e) A Follow Up Letter With A Reminder
6) to thank a former employee	f) A Congratulations Letter
7) to apologize	g) An Apology Letter
8) to congratulate	h) A Welcome letter
9) to reject a proposal/offer	i) A Rejection Letter
10) to introduce a person	j) An Application Letter
11) to investigate openings	k) An Inquiry Letter
12) to confirm actions taken	l) An Adjustment Letter
13) to formalize decisions	m) A Confirmation Letter
14) to help to ease the sorrow	n) A Sympathy or Condolence Letter
15) to market your skills	o) A Cover Letter followed by resume/CV
16) to ask for a reference	p) A Letter of Recommendation
17) to recognize efforts/success	q) A Letter of Recognition
18) to express your opinion	r) A Letter-to-the-Editor
19) to call for meeting	s) A Meeting Agenda Letter
20) to announce new product	t) A Marketing Letter
21) to show a transaction	u) A Purchase Order Letter
22) to respond to another letter	v) A Response Letter
23) to inform of an error found	w) A Complaint Letter
24) to reply to an invitation	x) A Letter of Interest
25) to remind of activities & aims	y) A Business memorandum Letter
26) to confirm the receipt	z) Letter of Acknowledgment

pp.157-158 Ex. L:

Nº	Statement	Do	Don` t
1	Use artistic fonts		+
2	Stick to standard black text	+	
3	Use standard fonts, no smaller than 10 or 11 in size	+	
4	To please always badmouth your previous employers		+
5	List achievements most relevant to the job you are applying for	+	
6	Use borders or patterns around the sides of the pages		+
7	Use online CV Builder websites		+
8	Format your CV so that it flows seamlessly between each section	+	
9	Use multiple colors in a CV		+
10	Use short high impact statements	+	

11	Start each job with your achievements followed by your responsibilities	+	
12	Use long drawn out paragraphs to hold attention		+
13	Put a family picture on your CV		+
14	Explain any gaps in your career	+	
15	Write in the third person		+
16	List your career history/education from the most recent and work – backwards	+	
17	Use power words like: Accomplished, Broadened, etc.	+	
18	Include unnecessary information like your religion, whether you're divorced, etc.		+
19	Exaggerate your responsibilities or achievements		+
20	Give your Dad`s entire work history in great detail		+
21	Always send a covering letter to introduce you	+	
22	Try to make your CV funny or include hidden jokes		+
23	Check the spelling and grammar, be factual	+	
24	List your qualifications without giving details of where you studied and what grades you attained		+
25	Use high quality paper, not the cheap stuff	+	
26	Give salary details for your past employment		+
27	Write anything negative about yourself		+
28	Overuse industry jargon to show your level		+
29	Keep the level of jargon down	+	

pp. 161-163 Ex. A: 1-research; 2-in advance; 3-appreciated; 4- complaints; 5- recipients; 6-management; 7-compensation; 8-level-headed; 9-casual; 10-interventions; 11-effective; 12-accomplished; 13-treatment; 14-embellished; 15-customers; requested; contact information; 16-unsanitary conditions; prompt; timing; 17- seething with anger; rude; 18- tired phrase; death knell; 19- respond; refund; 20-stacked; overdo.

pp. 163-164 Ex. B: *Letter 1:*

Jim Smith
ABC Company
123 Main Street
New York City, NY 12345
Dear Mr. Smith:
I have been a pleased customer with your ABC Friendly Mart for seven years. On my most recent visit, June 1, 2000 at 2 PM, I received poor service that I felt I should bring to your attention.
I was in the store to purchase a small bag of chips and a small fountain soda. When I got into the checkout lane, the cashier, who was wearing a nametag that read "Jane" told me that I would have to wait for a few minutes until her freshly painted fingernails had dried before she could ring me up. She was also on the phone talking to a friend during this time. After ten minutes she got off the phone and proceeded to ring me up. Imagine my surprise when my bag of chips and

small drink totaled \$7.98. I told her that I thought there must be some sort of error. She proceeded to tell me that she didn't set the prices and that if I didn't like the prices that I should shop elsewhere. Needless to say, I went across the street to the XYZ Quick Shop for my purchase.

I was extremely disappointed with the service I received that day. If you would please address this issue with your cashiers, I would greatly appreciate it. I enjoy shopping at your store, however if I receive this type of treatment again, I will take my business elsewhere.

Thank you for your cooperation in this matter.

Sincerely,

John Dough,

999 End Road, New York City, NY 12345

Phone: (800) 122-3345 Fax: (800) 988-7765

pp. 163-164 Ex. B: Letter 2:

Annie Jolly

110-C Woodhouse Lane

Savannah, Georgia 31419

November 1, 2007

Mr. Frederick Rozco, President
Rozco Corporation
14641 Peachtree Boulevard
Atlanta, Georgia 303030

Dear Mr. Rozco:

On October 15, 20010, in response to a special television offer, I ordered a Tressel Toaster from your company. The product arrived in the mail, apparently undamaged, on October 22. However, when I tried to operate the Tressel Toaster that same evening, I was distressed to find that it did not fulfill your claim to provide "fast, safe, professional hair-styling." Instead, it severely damaged my hair.

After following the instructions to "set up the toaster away from other appliances on a dry counter" in my bathroom, I inserted the steel comb and waited 60 seconds. Then I removed the comb from the toaster and, following the instructions for a "Venusian Curl," ran the hot comb through my hair. After just a few seconds, however, I smelled burning hair, and so I immediately placed the comb back into the toaster. When I did this, sparks flew from the outlet. I reached to unplug the toaster, but I was too late: a fuse had already blown out. A few minutes later, after replacing the fuse, I looked in the mirror and saw that my hair had been scorched in several spots.

I am returning the Tressel Toaster (along with the unopened bottle of Un-Do Shampoo), and I expect a full refund of \$39.95, plus \$5.90 for shipping costs. In addition, I am enclosing a receipt for the wig I purchased and will have to wear until the damaged hair grows out. Please send me a check for \$303.67 to cover the refund for the Tressel Toaster and the cost of the wig.

Sincerely, Annie Jolly

pp. 165-166 Ex. D: 1B, 2C, 3A, 4A, 5C, 6B, 7C, 8A

p. 169 Ex. F:

1 = to; 2 = in; 3 = about; 4 = from; 5 = up; 6 = to; 7 = than; 8 = to; 9 = with; 10 = to; 11 = however; 12 = in; 13 = of; 14 = to; 15 = to; 16 = of; 17 = of; 18 = to; 19 = with; 20 = that; 21 = when; 22 = which; 23 = for; 24 = that; 25 = to; 26 = of; 27 = to; 28 = with; 29 = on; 30 = to; 31 = from.

Dear Sir,

I am writing this letter to complain in the strongest terms about the poor service that I have received from your company.

We signed up to your telephone and internet service package two months ago because your advertising suggests that you are better than Telco. In addition, you promise to deal with problems quickly and efficiently, something that Telco were unable or unwilling to do. However, in the first month of service you managed to cause me to lose two days worth of business because of poor administration. The main problem was that you failed to provide me with the correct telephone number, 9--- ---7, that you had promised when I completed the contract. This phone number was an established business line which I had been using for the last three years. Obviously this meant that my clients were unable to contact me and it cost me many hours of phone calls to resolve the matter with your support centre.

I would appreciate it if this situation could be resolved and a substantial rebate offered on my first three month's account.

I look forward to hearing from you soon.

Yours Faithfully,

Charlie Williams

p. 171 Ex. G:

1- m; 2- d; 3- l; 4- i; 5- k; 6- j; 7- e; 8- a; 9- h; 10- o; 11- f; 12- n; 13- g; 14- b; 15- c

p. 179 Puzzle 3:

Short for Curriculum Vita **CV**

An occupation; piece of work **JOB**

An itemized list of fees **BILL**

A limited period of time **TERM**

Letter providing information **COVER**

Contract on use/ occupation **LEASE**

Instruction to produce/ supply **ORDER**

Short descriptive summary **RESUME**

Following prescribed forms **FORMAL**

Layout of a publication **FORMAT**

To give back, return or repay **REFUND**

To substitute a thing **REPLACE**

A request for information **INQUIRY**

To express a desire for smth. **REQUEST**

Letter to greet new employee **WELCOME**

A supporting note of excuse **APOLOGY**

List of goods shipped **INVOICE**

Who uses goods or services **CONSUMER**
Professional operation **BUSINESS**
Letter to answer the received **RESPONSE**
Who buys goods or services **CUSTOMER**
Letter about new products **MARKETING**
Letter of dismissal/ exclusion **REJECTION**
Expression of dissatisfaction **COMPLAINT**
A request for the presence **INVITATION**
Social/legal/moral requirement **OBLIGATION**
A reply to a letter of complaint **ADJUSTMENT**
A business reminder of credits **COLLECTION**
Handling, supervision, control **MANAGEMENT**
Encouraging advancement **PROMOTIONAL**
To convey your gratitude **ACKNOWLEDGE**
Request for employment **APPLICATION**
A separate legal entity **CORPORATION**
A business deal or negotiation **TRANSACTION**
Attribute/ quality to be eligible **QUALIFICATION**

pp.182-183 Ex. A:

1-fraud; 2-unauthorized; illegal access; 3-misuse; 4-obscene material; 5-stalking; 6-digital age; hack; criminal intent; 7- extortion; 8-defamation; 9-integral part; transactions; 10-trespassing; 11-interception; 12-cybercrime; terrorism; 13-financial scams; 14-transmission; 15-indecent exposure; 16-physical assault; mental torture; 17-net interference; virus dissemination

pp. 184 Ex. B: 1-C; 2-C; 3-B; 4-B; 5-C; 6-A; 7-C; 8-B; 9-C; 10-B; 11-A; 12-A

pp. 184-185 Ex. C:

a-l; b-h; c-k; d-f; e-m; f-j; g-b; h-p; i-g; j-c; k-n;l-d; m-e; n-p; o-a; p-i

pp. 185-186 Ex. D:

a-g; b-l; c-q; d-k; e-p; f-a ; g-c; h-e; i-b; j-o; k-m; l-h; m-j; n-d; o-n; p-f; q- r; r-i

pp. 186-187 Ex. E:

1-unauthorized; 2-network; 3-illegal; 4-privacy; 5-regulatory; 6-minimize; 7-cybercrime; 8-Spam; 9-simultaneously; 10-email; 11- enacted; 12-apply; 13-recipient; 14-sender; 15-promote; 16- national; 17-limit; 18-modern; 19-blackmailer; 20- harmful; 21-private; 22-victim; 23- demands; 24-account; 25-electronic; 26-technology; 27- authoritative; 28-statistics; 29-online; 30-compile

pp. 198-199 Ex. A:

1-B; 2-C; 3-B; 4-B; 5-C; 6-A; 7-B; 8-C; 9-A; 10-C; 11-C; 12-C

pp. 199-201 Ex. C:

1-damaging; 2-disruptive; nuisance; 3-intercept; 4-extort; 5-deceived; affected; breach; 6-ubiquitous; 7-consequences; intrusions; akin; stock holders; loss of revenue; 8-exploit; compromise; lax; 9- consumers; 10- boasting; 11- halt; 12-mugging; 13- recognition; hierarchical; 14- virtual realm; handle; 15- reveals;

know-how; profitable; 16-implications; 17- determination; victimize; 18-remotely; 19- comprehend; 20- withdraw.

pp. 205-206 Ex. D:

1-c; 2-d; 3-b; 4-b; c; 5-a; b; 6-a; 7-b; d; 8-c; d; 9-b; 10-d; 11-b; c; 12-a.

p. 208 Ex. E:

1) -c; 2)-a; 3)-c; 4)-b; 5)-b

p. 211 Ex. G:

1-Piracy; 2-depends on purpose; 3-Code breaking; 4-none; 5-Wiretapping; 6-Back Door Intrusion; 7-Cyber Bullying; 8-Salami attacks; 9-none; 10-Warez; Copyright Infringement; 11- Identity theft; 12-Cracking; Systems interference; 13-none; 14-Phishing; 15-Hacking; 16-E-mail bombing; 17- Spam

p. 214-215 Ex. A:

1- inadvertently; 2- curriculum; 3- chattels; 4- comprehensive; expanded; 5- experts; awareness; vulnerabilities; streamline; 6- encroachments; 7- devastating; 8- leaking; 9- synergistic; harmonization; launched; 10- forensic; 11- impending; in the blink of an eye; 12- key issue; promotion; 13- identified; 14- annual; 15- swapping; 16- assailed; 17- curb; 18- pursuing; 19- giant; 20- espionage; 21- data retention; fundamental; 22- domain; 23- challenge; 24- combat.

p. 216 Ex. B:

1- b; a; d; 2-a; b; d; 3-d; 4-c; 5-b; 6-a; d; 7-c; d; 8-a

p. 220-221 Ex. E:

a-i; b-e; c-m; d-g; e-k; f-n; g-l; h-c; i-r; j-a; k- h; l-f; m-b; n- o; o-s; p-q; q-d; r-j; s-p.

p. 222-223 Ex. F:

a-k; b-m; c-h; d-n; e-o; f-a; g-e; h-l; i-p; j-b; k-d; l-c; m-i; n- f; o-g; p-j; q-r; r-q.

p. 224-225 Ex. G:

1-b; 2-f; 3-h; 4-d; 5-f; 6-b; 7-b; 8-f; 9-e; 10-b; 11-a; 12-b; 13-g; 14-e; 15-h; 16-b; 17-c; 18-b; 19-b; 20-b

p. 244-246 Puzzle 4/ Crossword:

Across:

1-a) harassment; 1-l) phreaking; 3-a) cybercrime; 3-t) piracy; 4-l) spamming; 6-r) penetrate; 8-e) sniffing; 8-u) worm; 9-a) DoS (denial-of-service attack); 11-b) spam; 11-i) cram; 12-m) spyware; 13-a) zombie; 13-h) fraud; 13-s) risk; 14-w) hoax; 16-l) hijack; 16-t) virus; 18-n) crack; 18-t) network; 20-l) whitehat; 21-a) scareware; 22-n) ghost; 23-w) blog; 24-f) freeware; 24-s) VXer; 25-n) chain; 26-f) attach; 26-s) backdoor; 27-p) info; 28-a) gambling fraud; 30-a) gozi; 30-h) drop; 30-m) spider; 30-t) login.

Down:

1-a) hackers; 1-c) reboot; 1-e) server; 1-l) phishing; 1-t) gap; ; 1-y) spybot; 2-v) URL; 3-g) rootkit; 3-i) mule; 4-n) attack; 4-p) malware; 4-s) geekfather; 6-v) Trojan; 6-z) escrow; 7-j) Nigerian letter; 8-e) scam; 8-x) malicious code; 11-b) spoofing; 12-n) pagejacking; 13-d) blaster; 13-f) exploit; 13-h) forgery; 15-u) firewall; 18-z) keylogger; 20-c) harvest; 20-l) WWW; 21-a) SMiShing; 21-e) exe (file type); 22-p) organized; 24-f) flaming; 25-x) domain; 26-s) bomb; 27-l) bug.

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5. Computer Crime & Intellectual Property Section United States Department of Justice – <http://www.cybercrime.gov/>
 6. FBI Cyber Investigations home page
<http://www.fbi.gov/about-us/investigate/cyber/cyber>
 7. Internet Crime Complaint Center (IC3) home page
<http://www.ic3.gov/default.aspx>
 8. How to Write an Email
http://esl.about.com/od/businessenglishwriting/a/bizdocs_3.htm
<http://www.teachingenglish.org.uk/try/lesson-plans/email-writing>
<http://www.write101.com/emailhelp.htm>
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4. The Word Detective / Useful source for etymological questions
<http://www.word-detective.com/>
5. Challenge Oxford - Test Yourself Against the Experts
<http://www.oup-concisequiz.co.uk/>
6. Collinslanguage.com <http://www.collinslanguage.com/>
7. Free Dictionary.com app for BlackBerry <http://dictionary.reference.com/>

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<http://www.bungi.com/cfip/glossary.htm>
22. Glossary of Legislative and Political Terms
<http://www.apa.org/apags/resources/advocacy/glossary.aspx>
23. Glossary of Political Terms and Phrases
<http://www.intersites.co.uk/10649/>
24. Political Glossary
<http://www.maitreg.com/politics/glossary.asp>
25. American Government Definitions
<http://www.thecapitol.net/glossary/>
26. National Standards for Civics and Government
http://www.civiced.org/index.php?page=stds_glossary
27. Glossary of American History
http://www.digitalhistory.uh.edu/historyonline/glossary_af.cfm
28. Glossary of Government Terms
http://www.cityofapplevalley.org/Resident_Info/glossary.html
29. Jurisprudence/Law and legal systems/Legal profession
[http://www.newworldencyclopedia.org/entry/Civil_law_\(legal_system\)](http://www.newworldencyclopedia.org/entry/Civil_law_(legal_system))
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<http://cja.org/article.php?list=type&type=249>
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<http://www.duhaime.org/LegalDictionary.aspx>
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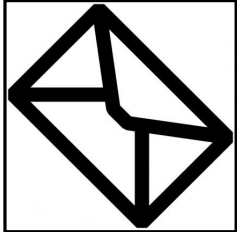
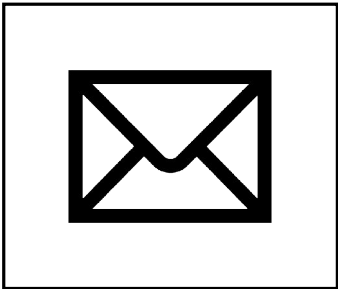

**Systematize your knowledge: Your Self-assessment test:**

Fill in the table:

№	Rubrics (for writing)	Informal	Formal
1	What is a letter?
2	Common features
3	Differences
4	Types of letters
5	Style of writing/ standarts
6	Layout/ structure
7	Who writes?
8	Who is it addressed?
9	What are the occasions/ purposes?
10	What skills should one possess?
11	What skills could one develop?
12	Does grammar matter?
13	Does education matter?
14	Do any personal skills matter?
15	Do communicative skills matter?
16	Does the ability to use computer matter?
17	Could it be delivered via e-mail?
18	Do one`s language speaking skills matter?
19	Is it a practice writing?
20	Is it an applied writing?
21	Does it ask for drafting, revision, editing?
22	Is specifying an audience significant?
23	What modes of expression could be applied? (e.g., descriptive, expositive, narrative, scientific self-expressive).
24	How can one`s critical and reflective thinking, problem solving and technical proficiency be developed?
25	How can one`s ability to research be developed through writing?
26	How inventive such writing should be?
27	Does it need responding?
28	How to produce clear, correct, coherent writing?
29	What evidence and reasoning to ethically persuade readers could be used?
30	Advantages/ disadvantages of each process



Short overview of what you should know about the communicative writing due to this educational resource:

№	Rubric	What you should know
1	Writing E-mail Messages 	<ol style="list-style-type: none">1. How to create an e-mail account2. The most popular/reliable mail clients3. What is domain name? How to buy one?4. Types of e-mail letters and notes5. E-mail standart layout/ structure6. Style/ language/ form of expression7. What is its audience? How specified is it?8. Advantages/ disadvantages
2	Writing Informal Letters 	<ol style="list-style-type: none">1. What is a letter?2. What are its aims/ goals/ targets?3. Types of Personal/ friendly Letters?4. Layout/ structure of Informal letters5. Style/ language/ form of expression6. What is its audience? How specified is it?7. What are the occasions/ purposes?8. Advantages/ disadvantages
3	Writing Formal Letters 	<ol style="list-style-type: none">1. How to Write a Formal Letter?2. What is a business letter?3. Types of formal/ business letters?4. Layout/ structure of formal letters5. Style/ language/ form of expression6. What is a documentary letter?7. What is its audience? How specified is it?8. What are the occasions/ purposes?9. How to produce clear, correct, coherent writing?10. Advantages/ disadvantages
4	Be Aware of Cybercrime Threats Worldwide 	<ol style="list-style-type: none">1. What is Cybercrime?2. Main categories of Cybercrime.3. What makes most of such crimes socially dangerous? How dangerous are they?4. What are the outer threats?5. What are the inner threats?6. Causes, effects and impact worldwide.7. How to combat the global cybercrime?

